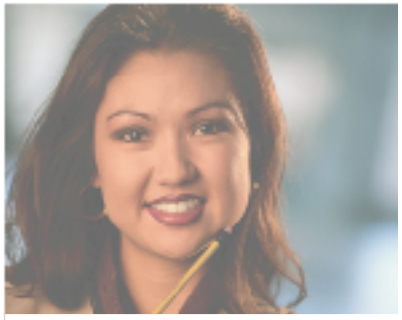
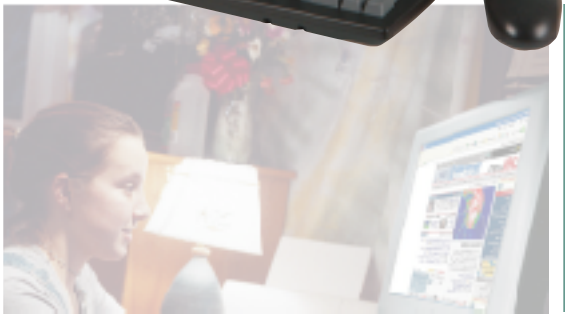
your Gateway Profile™ 4

user's guide





Customizing | Troubleshooting

Gateway™

Contents

1 Checking Out Your Gateway Profile 1

Front 2
Back 4
Right side 6
Identifying your model 8
Gateway model number 8
Gateway serial number 8
Microsoft Certificate of Authenticity 8
Finding your specifications 9
Accessories 11

2 Getting Started. 13

Working safely 14
Reducing eye strain 14
Setting up your computer desk and chair 15
Setting up your computer and computer accessories 15
Sitting at your computer 16
Avoiding discomfort and injury from repetitive strain 16
Protecting from power source problems 17
Starting your computer 18
Turning off your computer 19
Restarting (rebooting) your computer 20
Multifunction keyboard 21
Special-function buttons 22
Mouse 24
Using the mouse 25
Computer display 26
External controls 26
OSD options 27
Installing a printer, scanner, or other peripheral device 30

3 Getting Help 31

HelpSpot 32
Searching for a topic 34
HelpSpot videos 35
Do More with Gateway 36
Online help 37
Gateway Web site 38
Using eSupport 39

4 Windows Basics 41

About the Windows environment 42
Using the desktop 43
Using the Start menu 44
Adding icons to the desktop 45
Identifying window items 46
Working with files and folders 48
Viewing drives 48
Creating folders 49
Copying and moving files and folders 51
Deleting files and folders 53
Browsing for files and folders 54
Searching for files 56
Using the Windows Search utility 57
Working with documents 59
Creating a new document 59
Saving a document 60
Opening a document 61
Printing a document 62
Shortcuts 63

5 Using the Internet 65

Learning about the Internet 66
Setting up an Internet account 67
Accessing your Internet account 68
Using the World Wide Web 69
Connecting to a Web site 70
Downloading files 71
Using e-mail 72
Sending e-mail 72
Checking your e-mail 73

6 Using Multimedia 75

Using the diskette drive 76
Using the CD or DVD drive 78
Identifying drive types 78
Inserting a CD or DVD 79
Adjusting the volume 81
Adjusting the volume in Windows XP 81
Adjusting the volume in Windows 2000 84
Listening to CDs 86
Listening to CDs in Windows XP 86

Listening to CDs in Windows 2000 . . . 88
Recording and playing audio . . . 89
Playing audio and video files with the Windows Media Player . . . 91
Playing a DVD . . . 92
Using MusicMatch . . . 94
Playing CDs . . . 94
Creating MP3 music files . . . 95
Editing track information . . . 97
Building a music library . . . 98
Changing the music library display settings . . . 99
Listening to Internet radio . . . 100
Using advanced features . . . 101
Using a recordable drive . . . 101
Creating data CDs and DVDs . . . 101
Creating video DVDs . . . 106
Creating music CDs . . . 107

7 Customizing Your Computer . . . 115

Adjusting the screen and desktop settings . . . 116
Adjusting the color depth . . . 116
Adjusting the screen resolution . . . 118
Changing the colors on your Windows desktop . . . 119
Changing the desktop background . . . 122
Selecting a screen saver . . . 125
Changing the mouse settings . . . 127
Adding and modifying user accounts . . . 129
Power management . . . 131
Using power saving modes . . . 132
Changing power settings . . . 132
Changing the power scheme . . . 133
Changing advanced power settings . . . 134
Activating and using Hibernate mode . . . 136
Setting up an uninterruptible power supply . . . 138

8 Networking Your Computer . . . 141

Benefits of networking . . . 142
Sharing a single Internet connection . . . 142
Sharing drives . . . 142
Sharing peripheral devices . . . 143
Streaming audio and video files . . . 143
Playing multi-player games . . . 143
Selecting a network connection . . . 144
Wired Ethernet network . . . 144

Wireless Ethernet network 144
Using a wired Ethernet network 145
Ethernet, Fast Ethernet, or Gigabit Ethernet 145
Example wired Ethernet network 146
Equipment you need for a wired Ethernet network 147
Using a wireless Ethernet network 148
Example access point wireless Ethernet network 149
Equipment you need for an access point wireless Ethernet network 150
Example peer-to-peer wireless Ethernet network 151
Equipment you need for a peer-to-peer wireless Ethernet network 152
For more information 152
Using your computer on a network 153
Installing and configuring your computer for Ethernet networking 153
Turning your wireless Ethernet on or off 153

9 Moving from Your Old Computer 155

Using the Windows XP Files and Settings Transfer Wizard 156
Transferring files 157
Finding your files 157
Transferring Internet settings 159
Setting up your ISP 159
Transferring your e-mail and address book 160
Transferring your Internet shortcuts 160
Installing your old printer or scanner 161
Installing a USB printer or scanner 161
Installing a parallel port printer 161
Installing your old programs 163

10 Maintaining Your Computer 165

Caring for your computer 166
Creating an emergency startup diskette 168
Protecting your computer from viruses 170
Managing hard drive space 173
Checking hard drive space 173
Using Disk Cleanup 174
Checking the hard drive for errors 175
Defragmenting the hard drive 177
Backing up files 179
Using the Scheduled Task Wizard 179
Cleaning your computer 181
Cleaning the exterior 181
Cleaning the keyboard 182
Cleaning the computer display 182

Cleaning the mouse 182

11 Restoring Software 183

Using the Restoration CDs 184
Reinstalling device drivers 185
Updating device drivers 187
Reinstalling programs 188
Reinstalling Windows 190

12 Upgrading Your Computer 193

Adding and removing PC Cards 194
Adding a PC Card 194
Removing a PC Card 195
Selecting a place to work 196
Gathering the tools you need 196
Preventing static electricity discharge 197
Opening the computer case 198
Closing the computer case 200
Replacing drives 202
Replacing the removable drive pack 202
Replacing the hard drive 206
Installing or replacing DIMM memory 211
Using the BIOS Setup utility 214

13 Troubleshooting 217

Safety guidelines 218
First steps 219
Software support tools 220
Troubleshooting 221
CD, DVD, or recordable drives 221
Cleaning CDs and DVDs 223
Computer 223
Computer display 224
Diskette drive 225
File management 226
Hard drive 227
Internet 228
Keyboard 229
Memory 230
Modem 231
Mouse 237
Power 237

Printer 238
Sound 240
Telephone support 241
Before calling Gateway Technical Support 241
Telephone support 242
Tutoring and training 243
Self-help 243
Tutoring 243
Training 244

A Safety, Regulatory, and Legal Information 245

1 Checking Out Your Gateway Profile

This chapter introduces you to the basic features of your computer. Read this chapter to learn:

- How to identify the features of your Gateway Profile computer
- How to locate your computer's model and serial number
- How to locate the Microsoft Certificate of Authenticity
- How to locate the specifications for your computer
- What accessories are available for your computer

Front

Diskette drive
Headphone jack
Speaker
Microphone jack
CD/DVD/ Recordable drive
Computer display controls
Diskette eject button
Speaker
Power button
CD/DVD eject button

Component	Icon	Description
Diskette drive		Use this drive to store smaller files on diskettes. For more information, see “Using the diskette drive” on page 76.
Headphone jack		Plug headphones into this jack.
Speakers		Provide stereo audio output when headphones or amplified speakers are not plugged in.
Microphone jack		Plug a microphone into this jack to record sound.
CD/DVD/Recordable drive		Use this drive to listen to audio CDs, install games and programs, watch DVDs, and store large files onto recordable CDs or DVDs. For more information, see “Using the CD or DVD drive” on page 78 and “Using a recordable drive” on page 101. This drive may be a CD, CD-RW, DVD, DVD/CD-RW, or DVD-RW drive. To identify your drive type and for more information about your drive, see “Identifying drive types” on page 78.
Computer display controls		Use these controls to enter the OSD (on-screen display) and adjust the computer display settings. For more information about the computer display and OSD, see “Computer display” on page 26.
Diskette eject button		Press this button to eject an inserted diskette. For more information, see “Using the diskette drive” on page 76.
Power button		Press this button to turn the power on or off. You can also configure the power button to operate in Standby/Resume mode or Hibernate mode. For more information on changing the power button setting, see “Changing the power scheme” on page 133.
CD/DVD eject button		Press this button to open the CD or DVD drive tray. For more information, see “Using the CD or DVD drive” on page 78.

Back

Audio output jack
Kensington lock slot
Audio input jack
Microphone jack
Power connector
Ethernet jack
USB ports
Microsoft Certificate of Authenticity
Parallel port
Modem jack (optional)
PS/2 mouse port
PS/2 keyboard port
Monitor port (optional)
Serial port

Component	Icon	Description
Parallel port		Plug a parallel device (such as a printer) into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 30.
Modem jack		Optional feature. Plug a modem cable into this jack.
PS/2 mouse port		Plug a Personal System/2® (PS/2) mouse into this port.
PS/2 keyboard port		Plug a PS/2 keyboard into this port.
Monitor port		Optional feature. Plug an additional monitor into this port.
Serial port		Plug a serial device (such as a digital camera) into this port. For more information, see “Installing a printer, scanner, or other peripheral device” on page 30.
Audio output jack		Line out. Plug an external audio output source (such as external speakers) into this jack.
Kensington™ lock slot		Secure your computer to an object by connecting a Kensington cable lock to this slot.
Audio input jack		Line in. Plug an external audio input source (such as a stereo) into this jack so you can record sound on your computer.
Microphone jack		Plug a microphone into this jack to record sound.
Power connector		Plug the power cable into this connector.
Ethernet jack		Plug a 10/100 Ethernet network cable or a device (such as a DSL or cable modem for a broadband Internet connection) into this jack. For more information, see “Using the Internet” on page 65.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 30.
Microsoft Certificate of Authenticity		Contains your Windows product key. For more information, see “Microsoft Certificate of Authenticity” on page 8.

Right side

Component	Icon	Description
PC Card slot		Insert a Type I or Type II PC Card into this slot. For more information, see “Adding and removing PC Cards” on page 194
PC Card eject button		Press the eject button to remove a PC Card from the PC Card slot. For more information, see “Removing a PC Card” on page 195
IEEE 1394 ports		Plug IEEE 1394 (also known as Firewire® or i.Link®) devices (such as a digital video camera) into these 4-pin IEEE 1394 ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 30.
USB ports		Plug USB (Universal Serial Bus) devices (such as a USB Iomega™ Zip™ drive, printer, scanner, camera, keyboard, or mouse) into these ports. For more information, see “Installing a printer, scanner, or other peripheral device” on page 30.

Identifying your model

Important

The labels shown in this section are for informational purposes only. Label information varies by model, features ordered, and location.

Gateway model number

The label located on the computer case, beneath the one of the speakers, contains information that identifies your computer model. Gateway Technical Support will need this information if you call for assistance.

Gateway serial number

You can locate the Gateway serial number:

- Printed on the black system label located on the computer case beneath one of the speakers.
- Printed on the customer invoice that came with your computer. The invoice will also contain your customer ID number.
- Displayed in HelpSpot in Windows XP. Click **Start**, **Help and Support**, then click **View product serial number.**

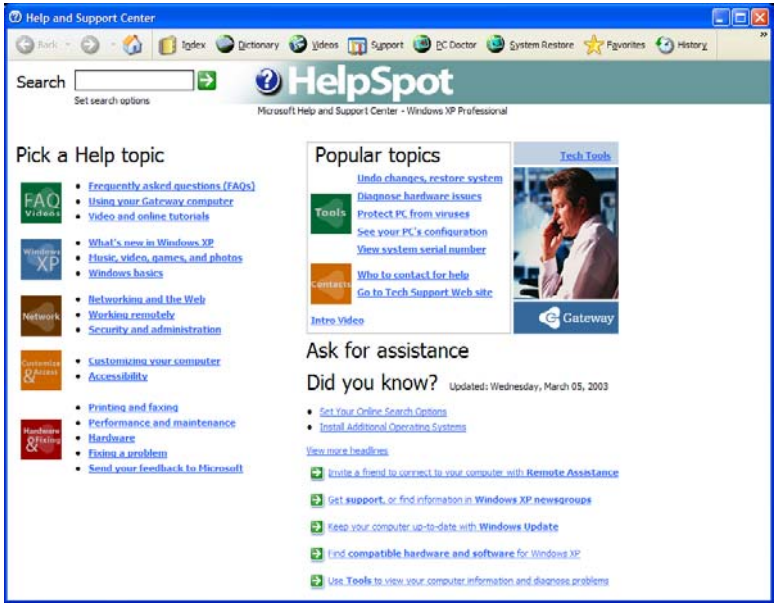
Microsoft Certificate of Authenticity

The Microsoft Certificate of Authenticity label found on the back of your computer includes the product key code for your operating system.

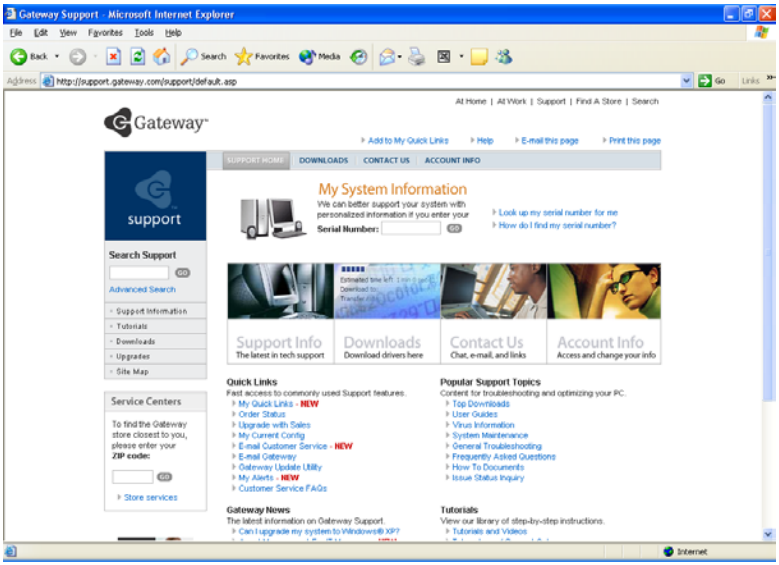
Finding your specifications

For more information about your computer, such as memory size, memory type, and hard drive size, go to the **My Computer Info** link in *HelpSpot* or visit Gateway's *eSupport* page at support.gateway.com. The *eSupport* page also has links to additional Gateway documentation and detailed specifications.

In Windows XP, click **Start**, **Help and Support**, then click **View system serial number** to view your computer's serial number. Click **Start**, **Help and Support**, then click **See your PC's configuration** to check your computer's specifications.



You can also find out more about your computer at the Gateway *eSupport* site. Visit support.gateway.com. For more information, see “Using eSupport” on page 39.



Accessories

Gateway offers accessories that can help you make the most of using your computer. To order accessories, visit the *Accessory Superstore* at accessories.gateway.com.

Home networking kit

With a home networking kit, you can network, or "link", two or more computers in your home. After you have set up a home network, you can access the files, drives, and printers on linked computers, play multiplayer games, and even share one Internet connection.

Two types of home networking kits are available. Wireless home networking kits use radio frequency to link your computers wirelessly. Ethernet home networking kits use network cabling to link your computers.

Imaging equipment

A digital camera lets you take pictures that you can view and edit on your computer.

A digital video camera lets you take movies that you can view and edit on your computer and save to a CD-RW disc.

A scanner copies an image, such as a graphic or document, then stores the copy in a file.

You can attach your digital photographs or scanned images to e-mail messages or post them on a Web site.

Printers

You can attach many types of printers to your computer. The most common types are inkjet and laser printers, which print in color or black and white. See "Installing a printer, scanner, or other peripheral device" on page 30 for more information about attaching a printer to your computer.

Inkjet printers and cartridges are relatively inexpensive, but usually they are slower than laser printers. Using an inkjet color printer, you can print pictures, banners, and greeting cards, as well as documents.

Laser printers and cartridges are more expensive, but usually they print much faster than inkjet printers. Laser printers are better than inkjet printers when you are printing large documents.

Storage Devices

If you need additional storage space or you want to back up your files, you can add storage devices to you computer.

With a CD-ReWritable (CD-RW) drive, you can free up hard drive space by backing up files, then removing them from your hard drive. The inexpensive discs for CD-RW drives can hold as much as 700 MB of data. CD-RW drives can write to either CD-R or CD-RW discs. You can write to CD-R discs just one time. You can write to and erase CD-RW discs multiple times. For more information, see "Using a recordable drive" on page 101.

Iomega Zip drives, like diskette drives, use disks to store data. Zip disks can store 100 MB, 250 MB, or 750 MB of data. You can use a Zip drive to back up files you do not use so you can remove them from your hard drive. Zip drives also provide an easy way to transfer files between computers.

If you need to back up your entire system, you probably need a tape backup (TBU) drive. TBU drives, like tape recorders, use magnetic tape cartridges to store data. Tape drive cartridges can store 2 GB, 20 GB, 40 GB, or even 130 GB or more of data.

If you want to increase your internal storage space, replace your existing hard drive with a larger drive. For more information, see "Replacing the hard drive" on page 206.

Memory

Large programs, such as multimedia games or graphics programs, use a lot of memory. If your programs are running more slowly than you think they should, try adding more memory. For more information, see "Installing or replacing DIMM memory" on page 211.

Uninterruptible power supplies

A standby, uninterruptible power supply (UPS) protects your computer from data loss during a total power failure. A UPS uses a battery to keep your computer running temporarily during a power failure so you can save your work and shut down your computer correctly. A UPS also provides protection from power surges. For more information, see "Setting up an uninterruptible power supply" on page 138.

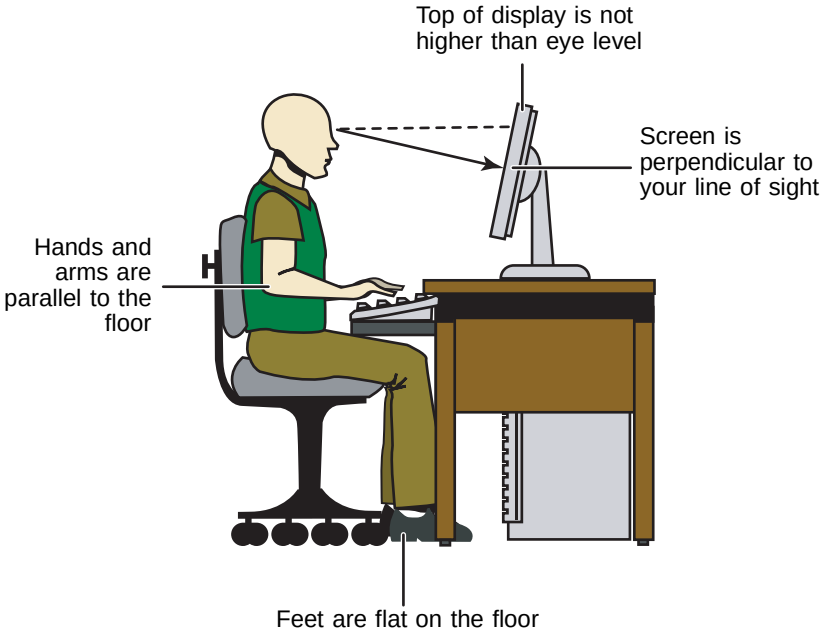
2 Getting Started

Read this chapter to find out how to:

- Use your computer safely
- Protect your computer from power source problems
- Start and turn off your computer
- Use the keyboard
- Use the mouse
- Use the computer display
- Install peripheral devices

Working safely

Before using your computer, read the following recommendations for setting up a safe and comfortable work area and avoiding discomfort and strain.


Top of display is not higher than eye level
Screen is perpendicular to your line of sight
Hands and arms are parallel to the floor
Feet are flat on the floor

Reducing eye strain

Sunlight or bright indoor lighting should not reflect on the computer display or shine directly into your eyes.

- Position the computer desk and computer so you can avoid glare on your computer display and light shining directly into your eyes. Reduce glare by installing shades or curtains on windows, and by installing a glare screen filter on your computer display.
- Use soft, indirect lighting in your work area. Do not use your computer in a dark room.
- Avoid focusing your eyes on your computer display for long periods of time. Look away from your display occasionally, and try to focus on distant objects.

Setting up your computer desk and chair

When you are setting up your computer desk and chair, make sure that the desk is the appropriate height and the chair helps you maintain good posture.

- Select a flat surface for your computer desk.
- Adjust the height of the computer desk so your hands and arms are positioned parallel to the floor when you use the keyboard and mouse. If the desk is not adjustable or is too tall, consider using a keyboard drawer.
- Use an adjustable chair that is comfortable, distributes your weight evenly, and keeps your body relaxed.
- Position your chair so the keyboard is at or slightly below the level of your elbow. This position lets your shoulders relax while you type.
- Adjust the chair height, adjust the forward tilt of the seat, or use a footrest to distribute your weight evenly on the chair and relieve pressure on the back of your thighs.
- Adjust the back of the chair so it supports the lower curve of your spine. You can use a pillow or cushion to provide extra back support.

Setting up your computer and computer accessories

- Set up your computer so the display is no higher than eye level, the display controls are within reach, and the display is tilted to be perpendicular to your line of sight.
- Place your keyboard and mouse at a comfortable distance. You should be able to reach them without stretching.
- Set paper holders at the same height and distance as the computer display.

Sitting at your computer

- Avoid bending, arching, or angling your wrists. Make sure that they are in a relaxed position when you type.
- Do not slouch forward or lean far back. Sit with your back straight so your knees, hips, and elbows form right angles when you work.
- Take breaks to stand and stretch your legs.
- Avoid twisting your torso or neck.

Avoiding discomfort and injury from repetitive strain

- Vary your activities to avoid excessive repetition.
- Take breaks to change your position, stretch your muscles, and relieve your eyes.
- Find ways to break up the work day, and schedule a variety of tasks.

Protecting from power source problems

During a power surge, the voltage level of electricity coming into your computer can increase to far above normal levels and cause data loss or system damage. Protect your computer and peripheral devices by connecting them to a *surge protector*, which absorbs voltage surges and prevents them from reaching your computer.

Warning

High voltages can enter your computer through both the power cord and the modem connection. Protect your computer by using a surge protector. If you have a telephone modem, use a surge protector that has a modem jack. If you have a cable modem, use a surge protector that has an antenna/cable TV jack. During an electrical storm, unplug both the surge protector and the modem.

An *uninterruptible power supply* (UPS) supplies battery power to your computer during a power failure. Although you cannot run your computer for an extended period of time with a UPS, a UPS lets you run your computer long enough to save your work and shut down your computer normally. For more information, see “Setting up an uninterruptible power supply” on page 138.

Starting your computer

To start your computer:

1. Connect the cables to your computer using the setup poster.
2. Turn on your computer.
3. If you are starting your computer for the first time, follow the on-screen instructions to set up your computer.
4. Turn on any peripheral devices, such as printers or scanners, and see the documentation that came with the device for setup instructions.

Turning off your computer

Tips & Tricks

When you turn off your computer, certain components in the power supply and system board remain energized. In order to remove all electrical power from your computer, unplug the power cord and modem cable from the wall outlets. We recommend disconnecting the power cord and modem cable when your computer will not be used for long periods.

To turn off your computer in Windows XP:

1. Click **Start**, then click **Turn Off Computer**. The *Turn Off Computer* dialog box opens.
2. Click **Turn Off**. Windows shuts down and turns off your computer.

Important

If for some reason you cannot use the Turn Off Computer option in Windows to turn off your computer, press and hold the power button for about five seconds, then release it.

To turn off your computer in Windows 2000:

1. Click **Start**, then click **Shut Down**. The *Shut Down Windows* dialog box opens.
2. Click the arrow button to open the **What do you want your computer to do** list, then click **Shut down**.
3. Click **OK**. Windows shuts down and turns off your computer.

Important

If for some reason you cannot use the Shut Down option in Windows to turn off your computer, press and hold the power button for about five seconds, then release it.

Restarting (rebooting) your computer

If your computer does not respond to keyboard or mouse input, you may have to close programs that are not responding. If closing unresponsive programs does not restore your computer to normal operation, you may have to restart (reboot) your computer.

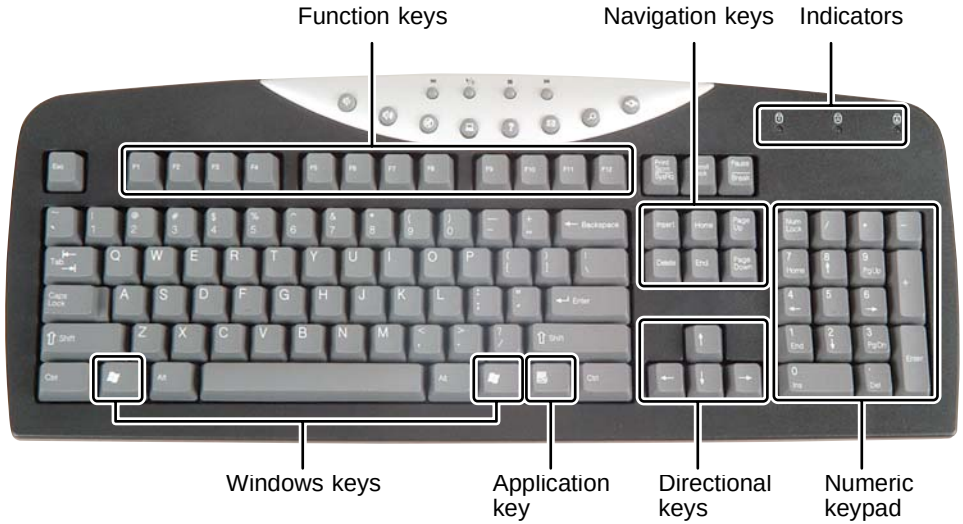
To close unresponsive programs and restart your computer:

1. Press CTRL+ALT+DEL, then click **Task Manager**. The *Task Manager* window opens.
2. Click the **Applications** tab, then click the program that is not responding.
3. Click **End Task**.
4. If your computer does not respond, turn it off, wait ten seconds and turn it on again.

Important

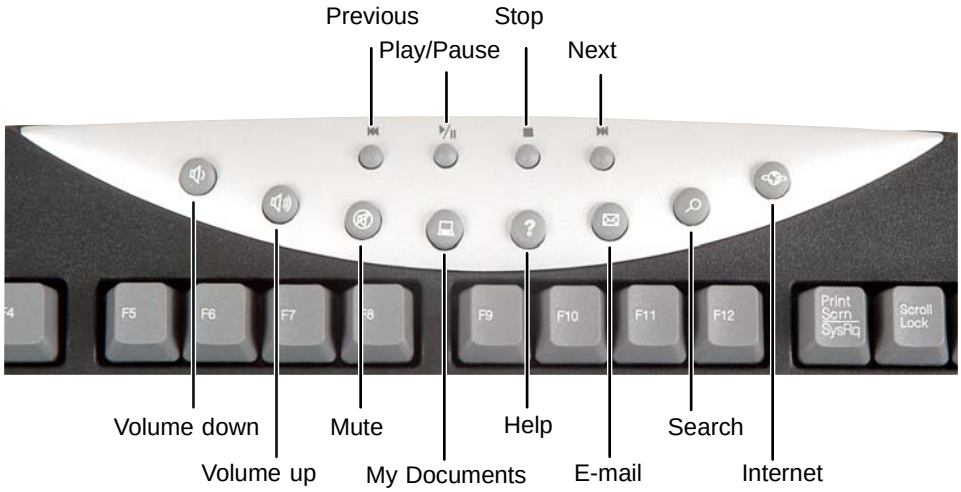
If your computer does not turn off, press and hold the power button for about five seconds, then release it.

Multifunction keyboard



Press these keys…	To…
Function keys	Start program actions. Each program uses different function keys for different purposes. See the program documentation to find out more about the function key actions.
Navigation keys	Press these keys to move the cursor to the beginning of a line, to the end of a line, up the page, down the page, to the beginning of a document, or to the end of a document.
Indicators	Show if your NUM LOCK, CAPS LOCK, or SCROLL LOCK keys are activated. Press the corresponding key to activate the function.
Windows keys	Press one of these keys to open the Windows **Start** menu. These keys can also be used in combination with other keys to open utilities like **F** (Search utility), **R** (Run utility), and **E** (Explorer utility).
Application key	Access shortcut menus and help assistants in Windows.
Directional keys	Move the cursor up, down, right, or left.
Numeric keypad	Use these keys to type numbers when the numeric keypad (NUM LOCK) is turned on.

Special-function buttons

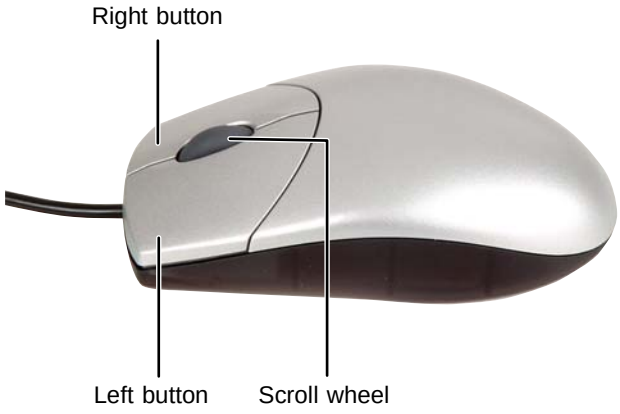


Special-function buttons	Icons	Press to…
Previous	⏮	Return to the previous CD track or DVD chapter.
Play/Pause	⏯	Start or pause the play of the CD or DVD.
Stop	■	Stop the play of CD or DVD.
Next	⏭	Move to the next CD track or DVD chapter.
Volume down	🔉	Decrease the volume.
Volume up	🔊	Increase the volume.
Mute	🔇	Turn off all sound.
My Documents	💻	Open the My Documents folder.
Help	?	Open online help.
E-mail	✉	Open your e-mail program.

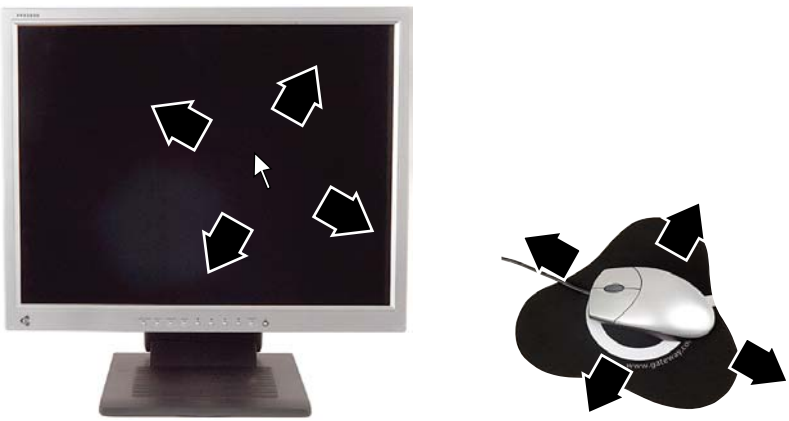
Special-function buttons	Icons	Press to…
Search		Open online search.
Internet		Open your Web browser.

Mouse

The *mouse* is a device that controls the pointer movement on the computer display. This illustration shows the standard mouse.



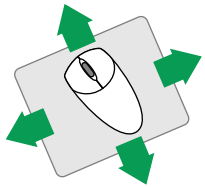
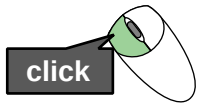
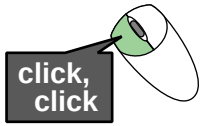
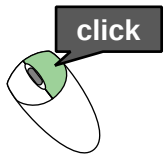
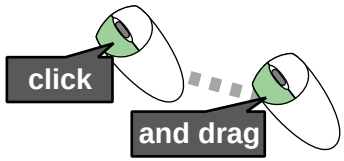
As you move the mouse, the *pointer* (arrow) on the display moves in the same direction.



You can use the *left* and *right buttons* on the mouse to select objects on the display.

You can use the *scroll wheel* on the mouse to move through a document. This feature is not available in all programs.

Using the mouse

To…	Do this…	
Move the pointer on the computer display		Move the mouse around on the mouse pad. If you run out of space on your mouse pad and need to move the pointer farther, pick up the mouse, set it down in the middle of the mouse pad, then continue moving the mouse.
Select an object on the computer display		Position the pointer over the object. Quickly press and release the left mouse button once. This action is called *clicking*.
Start a program or open a file or folder		Position the pointer over the object. Quickly press and release the left mouse button twice. This action is called *double-clicking*.
Access a shortcut menu or find more information about an object on the computer display.		Position the pointer over the object. Quickly press and release the right mouse button once. This action is called *right-clicking*.
Move an object on the computer display.		Position the pointer over the object. Press the left mouse button and hold it down. Move (drag) the object to the appropriate part of the computer display. Release the button to drop the object where you want it.

For instructions on how to adjust the double-click speed, pointer speed, right-hand or left-hand configuration, and other mouse settings, see “Changing the mouse settings” on page 127.

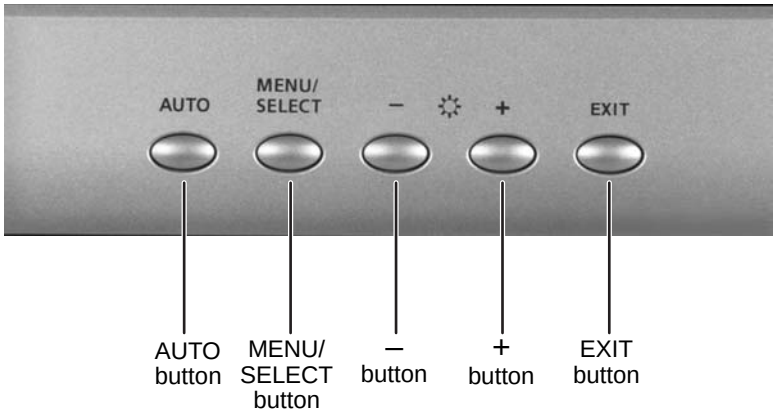
For instructions on how to clean the mouse, see “Cleaning the mouse” on page 182.

Computer display

You can adjust your computer display image by using external controls (located near the display itself) and software controls (accessible in Windows). For more information about software controls, see “Adjusting the screen and desktop settings” on page 116.

External controls

The computer display features an on-screen display (OSD) that lets you adjust and save contrast, brightness, and other settings for the display. Your computer saves changes you make to the settings, even if you turn off the display.



- **Auto**.
  Press the **AUTO** button to automatically optimize the display’s position, clock, and phase.
- **Menu/Select**.
  Press to view the OSD. Press again to select OSD options.
- **–** and **+**.
  OSD active: Press to move through menu screens and adjust OSD options.
  OSD inactive: Press to adjust the brightness.
- **Exit**.
  Press to deselect a menu screen. Press again to exit the OSD.

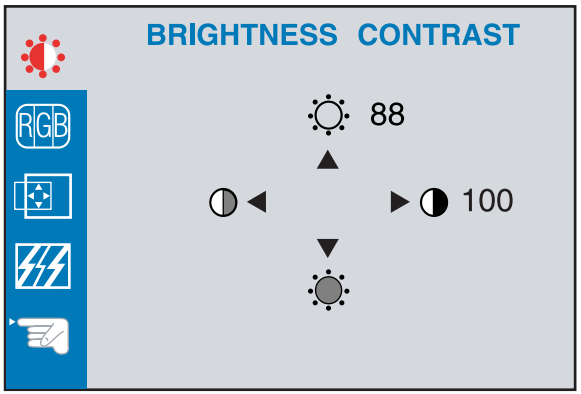
OSD options

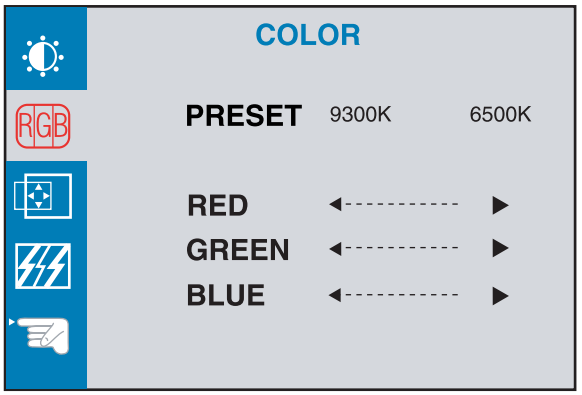
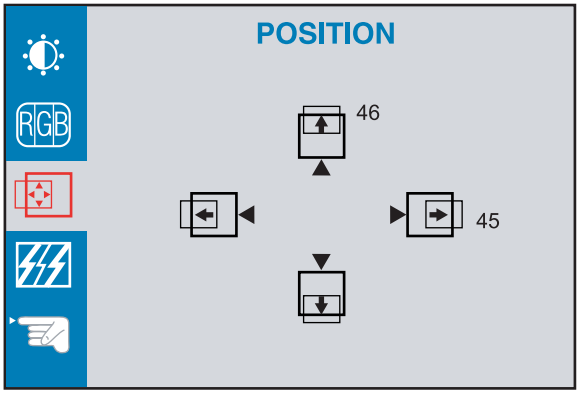
To adjust the OSD settings:

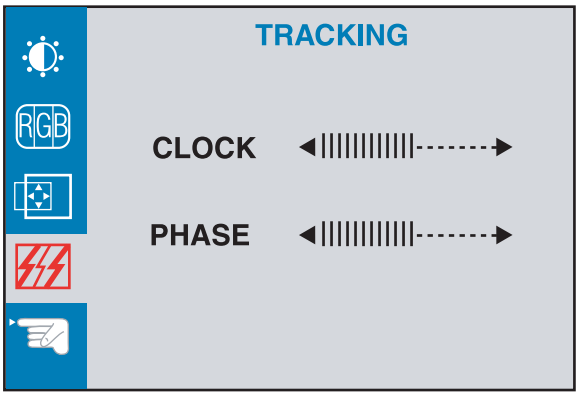
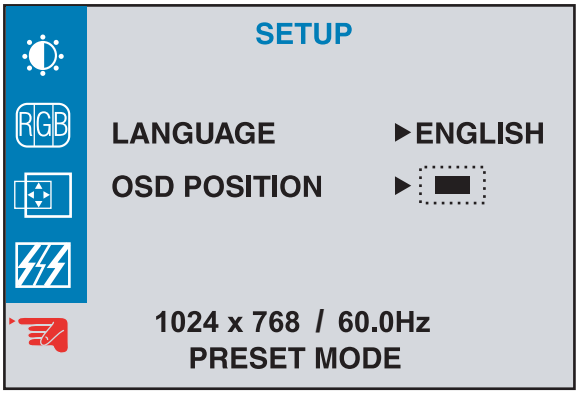
1. Press the **MENU/SELECT** button. The OSD menu opens.
2. Use the − and + buttons to highlight a control, then press the **MENU/SELECT** button.
3. Use the − and + buttons to adjust the control to the desired level.
4. When you have finished making adjustments, press the **EXIT** button to return to the main menu screen.
5. If you want to adjust additional ODS options, repeat Step 2 through Step 4 until all adjustments are made.
6. Press the **EXIT** button again to exit the OSD.

OSD menus

You can access any of these menus in the OSD:

OSD menu	Description
	**Brightness.** Adjusts the brightness of the computer display. Use the lowest brightness setting you are comfortable with to maximize the life of the display backlights. You may need to readjust brightness after the computer display has warmed up. **Contrast.** Adjusts the contrast of the computer display.

OSD menu	Description
	**Preset.** Adjusts the color temperature. 9300K is bluish white. 6500K is reddish white (default). **Red, Green, Blue.** Customize the color levels.
	**Vertical position.** Moves the image up and down. **Horizontal position.** Moves the image left and right. You can also use the Auto function to configure the vertical and horizontal position automatically. For more information on the Auto function, see “External controls” on page 26.

OSD menu	Description
	**Clock.** Minimizes any vertical bars or stripes visible on the computer display background. The horizontal display size will also change. **Phase.** Removes any horizontal distortion and clear or sharpen the image of characters.
	**Language.** Changes the OSD language setting. **OSD Position.** Adjusts the OSD window position on the display.

To adjust the color depth and screen resolution using software controls, see “Adjusting the screen and desktop settings” on page 116.

Installing a printer, scanner, or other peripheral device

Important

Before you install a printer, scanner, or other peripheral device, see the device documentation and installation instructions.

Your computer has one or more of the following ports: IEEE 1394, Universal Serial Bus (USB), serial, and parallel. You use these ports to connect peripheral devices such as printers, scanners, and digital cameras to your computer. For more information about port locations, see “Checking Out Your Gateway Profile” on page 1.

IEEE 1394 and USB ports support *plug-and-play* and *hot-swapping*, which means that your computer will usually recognize such a device whenever you plug it into the appropriate port. When you use an IEEE 1394 or USB device for the first time, your computer will prompt you to install any software the device needs. After doing this, you can disconnect and reconnect the device at any time.

Parallel and serial port devices are not plug-and-play. See the device documentation for detailed information and installation instructions.

Help and Support

For more information about installing peripheral devices in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing devices** in the HelpSpot **Search** box Search , then click the arrow.

3 Getting Help

This chapter tells you about additional information resources available to help you use your computer. Read this chapter to learn how to access:

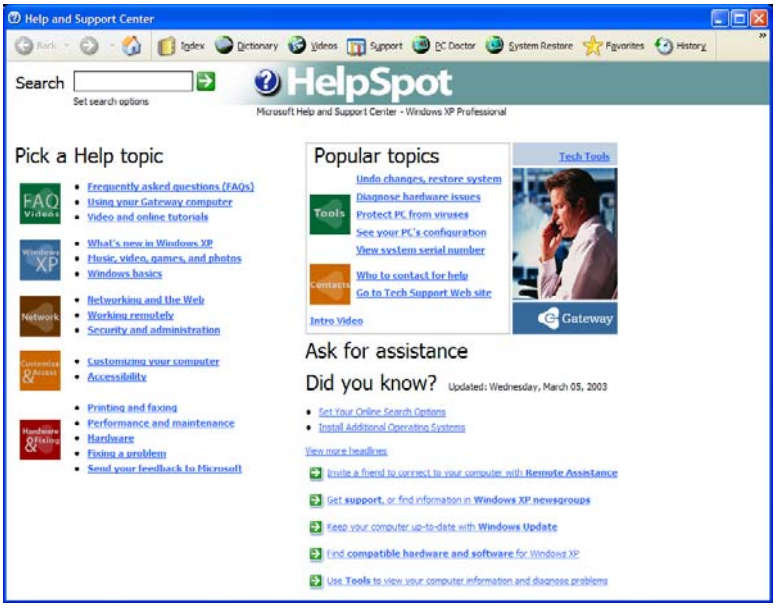
- HelpSpot™
- DoMore with Gateway
- Online help
- Gateway Web site

HelpSpot

Your computer may include *HelpSpot*™, an easily accessible collection of help information, troubleshooters, instructional videos, and automated support. Use HelpSpot to answer questions about Windows and to help you quickly discover and use the many features of your Gateway computer. HelpSpot also has an area called *Who to contact for help* that helps you find the right resource at Gateway to answer your questions or help solve your problems.

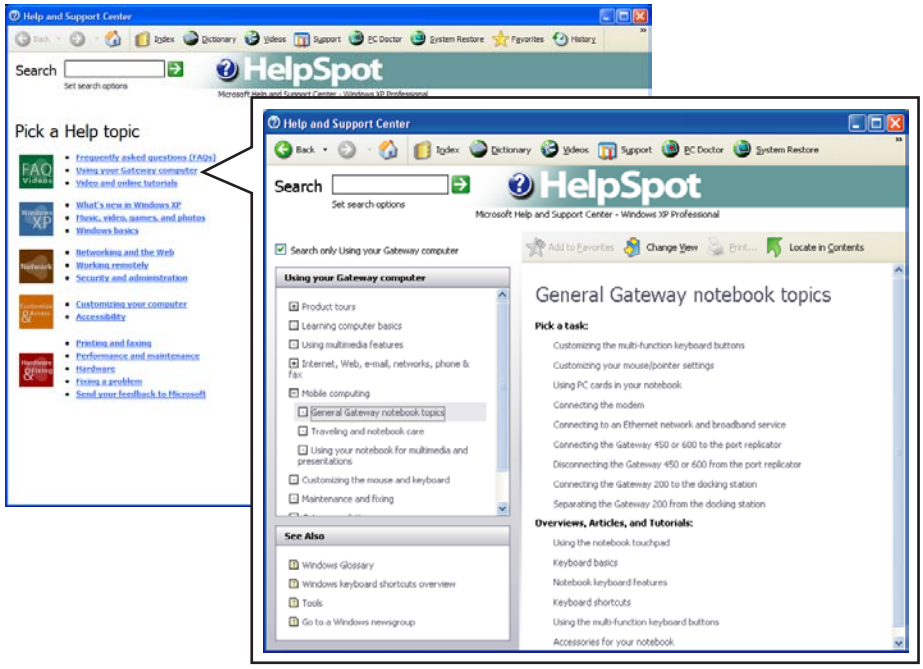
To start HelpSpot in Windows XP:

- Click **Start**, then click **Help and Support**. HelpSpot opens.



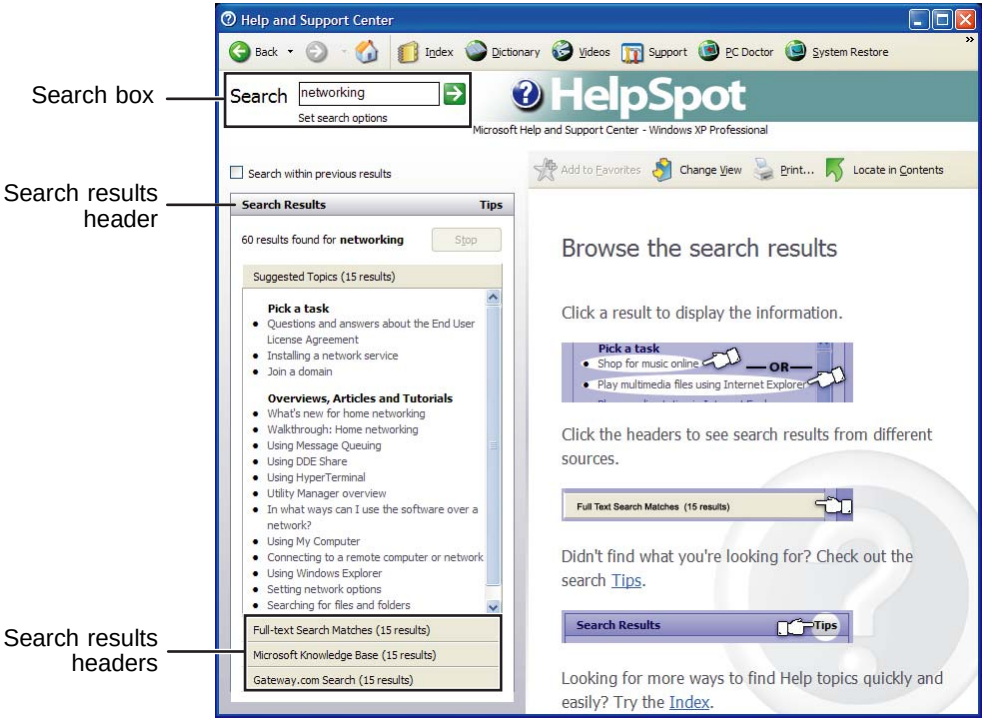
If this is the first time you have started HelpSpot, you may experience a brief wait while HelpSpot builds the help database, then HelpSpot displays an introductory video.

You can find help information by clicking a link, performing a search, or browsing the index. To learn about using your Gateway computer, the mouse, and other tasks, click the **Using your Gateway computer** link on the HelpSpot main page.


Help and Support Center
Search
HelpSpot
Pick a Help topic
Frequently asked questions (FAQs)
Using your Gateway computer
Video and online tutorials
What's new in Windows XP
Music, video, games, and photos
Windows basics
Networking and the Web
Working remotely
Security and administration
Customizing your computer
Accessibility
Printing and faxing
Performance and maintenance
Hardware
Fixing a problem
Send your feedback to Microsoft
Help and Support Center
Search
HelpSpot
Microsoft Help and Support Center - Windows XP Professional
Search only Using your Gateway computer
Using your Gateway computer
Product tours
Learning computer basics
Using multimedia features
Internet, Web, e-mail, networks, phone & fax
Mobile computing
General Gateway notebook topics
Traveling and notebook care
Using your notebook for multimedia and presentations
Customizing the mouse and keyboard
Maintenance and fixing
See Also
Windows Glossary
Windows keyboard shortcuts overview
Tools
Go to a Windows newsgroup
General Gateway notebook topics
Pick a task:
Customizing the multi-function keyboard buttons
Customizing your mouse/pointer settings
Using PC cards in your notebook
Connecting the modem
Connecting to an Ethernet network and broadband service
Connecting the Gateway 450 or 600 to the port replicator
Disconnecting the Gateway 450 or 600 from the port replicator
Connecting the Gateway 200 to the docking station
Separating the Gateway 200 from the docking station
Overviews, Articles, and Tutorials:
Using the notebook touchpad
Keyboard basics
Notebook keyboard features
Keyboard shortcuts
Using the multi-function keyboard buttons
Accessories for your notebook

Searching for a topic

To search for a topic in HelpSpot, type a word or phrase (keyword) in the **Search** box located at the top of any HelpSpot screen, then click the arrow button.



For each search, you receive the following search result types:

- Suggested Topics - These topics are located in HelpSpot and are relevant to your search topic.
- Full-text Search Matches - These topics are located in HelpSpot and contain the words you entered in the **Search** box.
- Microsoft Knowledge Base - These topics are located on the Microsoft Web site and contain the words you entered in the **Search** box. You must be connected to the Internet to search for and access these topics.
- Gateway.com Search - These topics are located on the Gateway Web site and contain the words you entered in the **Search** box. You must be connected to the Internet to search for and access these topics.

To view a list of your search results, click the results header for the type of results you want to view.

To view a topic, click the topic name in the **Search Results** list.

HelpSpot videos

HelpSpot contains several short videos to help introduce you to new concepts or show you how to perform various tasks.

To play a HelpSpot video:

- Click **Video and online tutorials** on the HelpSpot home page, then click a video title. The video plays.

Do More with Gateway

Your computer may include *Do More with Gateway*, a tool that provides additional information about using your Gateway computer for digital music, digital photography, digital video, gaming, and other programs. Start Do More with Gateway, then click the topics listed on the left-side of the page to learn more about the software already installed on your computer as well as partnerships and special offers available through Gateway.

To start Do More with Gateway Windows XP:

- Click **Start**, then click **Do More with Gateway**. Do More with Gateway opens.

  If this is the first time you have started HelpSpot, you may experience a brief wait while HelpSpot builds the help database, then HelpSpot displays an introductory video.

Online help

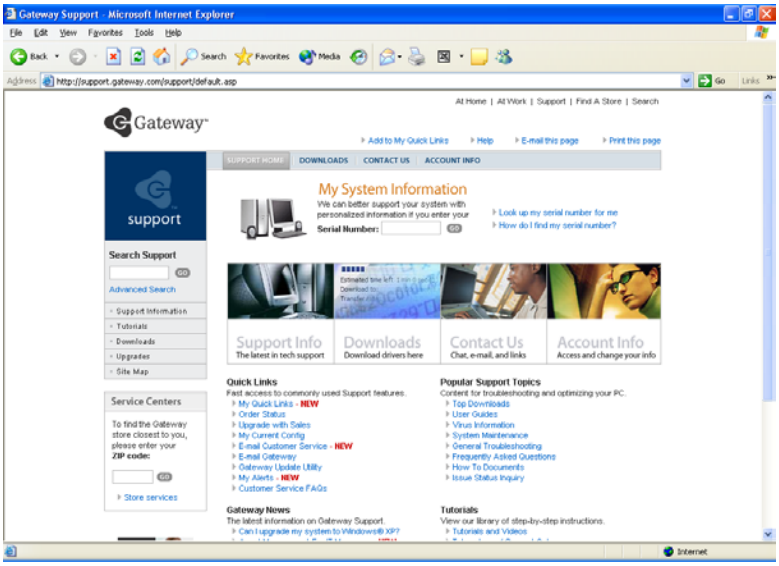
Many programs provide information online so you can research a topic or learn how to perform a task while you are using the program. You can access most online help information by selecting a topic from a **Help** menu or by clicking a **Help** button.

You can search for information by viewing the help contents, checking the index, searching for a topic or keyword, or browsing through the online help.

Microsoft Internet Explorer
Hide
Back
Forward
Options
Web Help
Contents
Index
Search
Favorites
Getting started with Internet Explorer
Finding the Web Pages You Want
Browsing the Web Offline
Printing and Saving Information
Sending Information over the Internet Safe
Understanding Security and Privacy on the
Controlling Access to Inappropriate Interne
Customizing Your Web Browser
Accessibility
Microsoft® Internet Explorer
Getting started with Internet Explorer
With an Internet connection and Internet Explorer, you can find and view information about anything on the Web. Just click the topics below to get started. You'll find more information to help you browse the Internet in the Help Contents.
Basic setup
If you aren't connected to the Internet, or you want to create a new connection, click this link.
Set up an Internet connection
Learning about Internet Explorer

Gateway Web site

Gateway's online support is available 24 hours per day, 7 days per week and provides the most current drivers, product specifications, tutorials, and personalized information about your system. Visit the Gateway eSupport Web site at support.gateway.com. For more information about connecting to the Internet, see "Using the Internet" on page 65.



Using eSupport

The eSupport site is divided into four major areas:

- Support Home
- Downloads
- Contact Us
- Account Info

Each of these areas is represented by a tab across the top of the Web page.

Support Home tab

To get specific information about your computer, type your serial number into the *My System Information* box, then click **GO,** or click **Look up my serial number for me**. For more information, see "Finding your specifications" on page 9.

The *Support Information* link lets you access product documentation, specifications, and guides. By entering your serial number, you get specific documents related to your system. You can also browse through the reference area to locate an article specific to the question you have.

The *Tutorials* link lets you access an extensive library of how-to articles and videos on topics such as making audio CDs and installing a hard drive.

Downloads tab

The *Downloads* tab provides the latest software updates for BIOS and driver upgrades. By entering your serial number you get drivers specific to your system. Click **All Downloads** to walk through a step-by-step wizard to locate your drivers.

Contact Us tab

The *Contact Us* tab contains links to technical support with a live technician, including chat and e-mail. Click **Call Us** to get a list of Gateway telephone numbers for both sales and support. For more information, see "Telephone support" on page 241.

Account Info tab

The *Account Info* tab contains support for non-technical issues, like the status of your order or changing your account address.

4

Windows Basics

Read this chapter to learn how to:

- Use the Windows desktop
- Manage files and folders
- Work with documents
- Use shortcuts

About the Windows environment

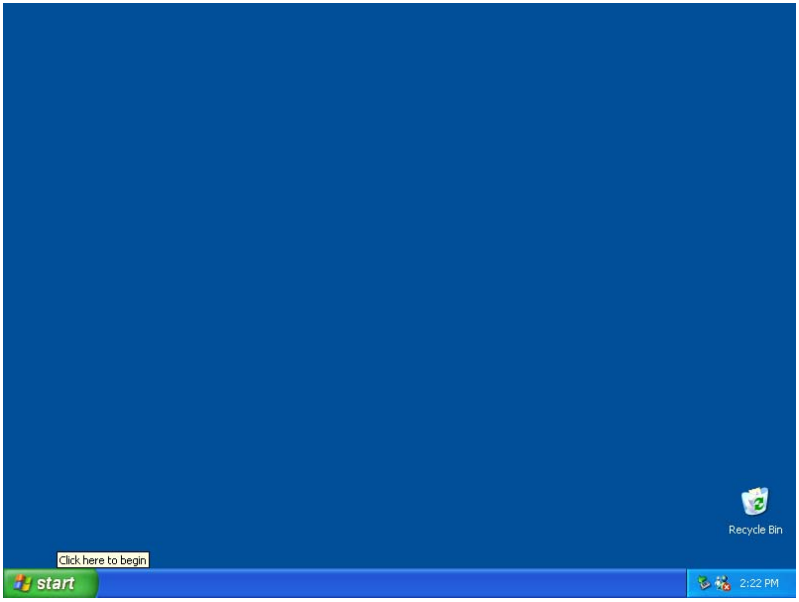
After your computer starts, the first screen you see is the Windows *desktop*. The desktop is like the top of a real desk. Think of the desktop as your personalized work space where you open programs and perform other tasks.

Your desktop may be different from this example, depending on how your computer is set up.

Help and Support

For more information about the Windows XP desktop, click **Start**, then click **Help and Support**.

Type the keyword **Windows desktop** in the HelpSpot **Search** box Search , then click the arrow.



Using the desktop

The desktop contains the taskbar, the Start button, and the Recycle Bin icon.

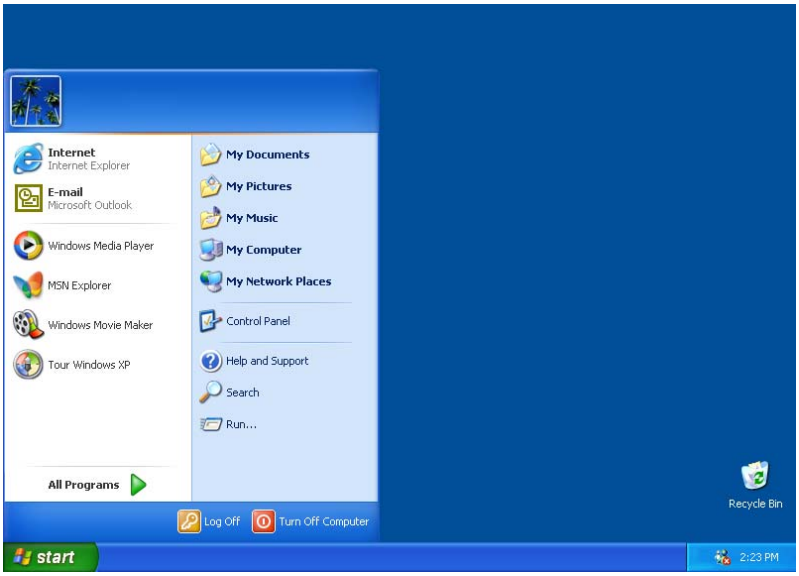
Desktop elements	Description
	The *taskbar* is the bar at the bottom of the computer display containing the Start button on the left and a clock on the right. Other buttons on the taskbar represent programs that are running. Click a program's *button* on the taskbar to open the program's window.
	The *Start button* provides access to programs, files, help for Windows and other programs, and computer tools and utilities. Click the **Start** button, then open a file or program by clicking an item on the menu that opens.
	The *Recycle Bin* is where files, folders, and programs that you discarded are stored. You must empty the Recycle Bin to permanently delete them from your computer. For instructions on how to use the Recycle Bin, see "Deleting files and folders" on page 53.

Using the Start menu

You can start programs, open files, customize your system, get help, search for files and folders, and more using the Start menu.

To use the Start menu:

1. Click the **Start** button on the lower left of the Windows desktop. The Start menu opens showing you the first level of menu items.
2. Click **All Programs** to see all programs and files in the Start menu. When you move the mouse pointer over any menu item that has an arrow next to it, another menu, called a *submenu*, opens and reveals related files, programs, or commands.
3. Click a file or program to open it.



Help and Support

For more information about the Windows XP Start menu, click **Start**, then click **Help and Support**.

Type the keyword **Windows Start menu** in the HelpSpot **Search** box Search , then click the arrow.

Adding icons to the desktop

You may want to add an icon (shortcut) to the desktop for a program that you use frequently.

To add icons to the desktop:

1. Click **Start**, then click **All Programs**.
2. Right-click (press the right mouse button) the program that you want to add to the desktop.
3. Click **Send To**, then click **Desktop (create shortcut)**. A shortcut icon for that program appears on the desktop.

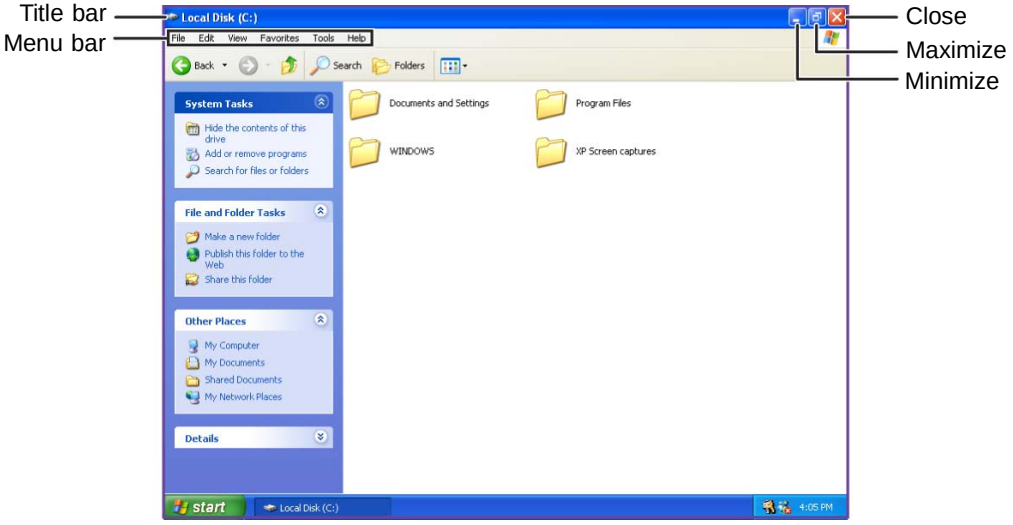
Help and Support

For more information about desktop icons in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **desktop icons** in the HelpSpot **Search** box Search , then click the arrow.

Identifying window items

When you double-click the icon for a drive, folder, file, or program, a *window* opens on the desktop. This example shows the Local Disk (C:) window, which opens after you double-click the **Local Disk (C:)** icon in the *My Computer* window.

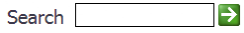


Every program window looks a little different because each has its own menus, icons, and controls. Most windows include these items:

Window item	Description
	The *title bar* is the horizontal bar at the top of a window that shows the window title.
	Clicking the *minimize button* reduces the active window to a button on the taskbar. Clicking the program button in the taskbar opens the window again.
	Clicking the *maximize button* expands the active window to fit the entire computer display. Clicking the maximize button again restores the window to its former size.
	Clicking the *close button* closes the active window or program.
	Clicking an item on the *menu bar* starts an action such as Print or Save.

Help and Support

For more information about windows in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **window** in the HelpSpot **Search** box  , then click the arrow.

Working with files and folders

You can organize your files and programs to suit your preferences much like you would store information in a file cabinet. You can store these files in folders and copy, move, and delete the information just as you would reorganize and throw away information in a file cabinet.

Viewing drives

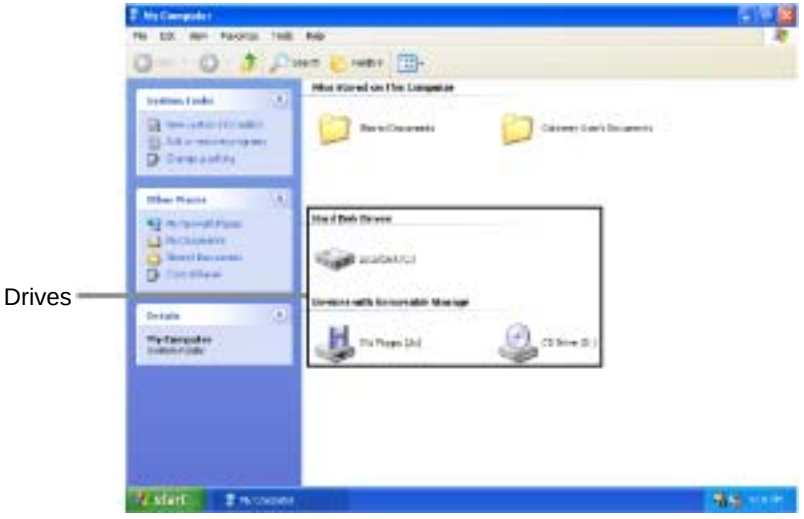
Drives are like file cabinets because they hold files and folders. A computer almost always has more than one drive. Each drive has a letter, usually Local Disk (C:) for the hard drive and 3½ Floppy (A:) for the diskette drive. You may also have more drives such as a CD or DVD drive.

To view the drives on your computer:

- In Windows XP, click **Start**, then click **My Computer** on the Start menu.

  - OR -

  In Windows 2000, double-click the **My Computer** icon on the desktop.



To see the files and folders on a drive:

- Double-click the drive icon. If you do not see the contents of a drive after you double-click its icon, click **Show the contents of this drive**.

Help and Support

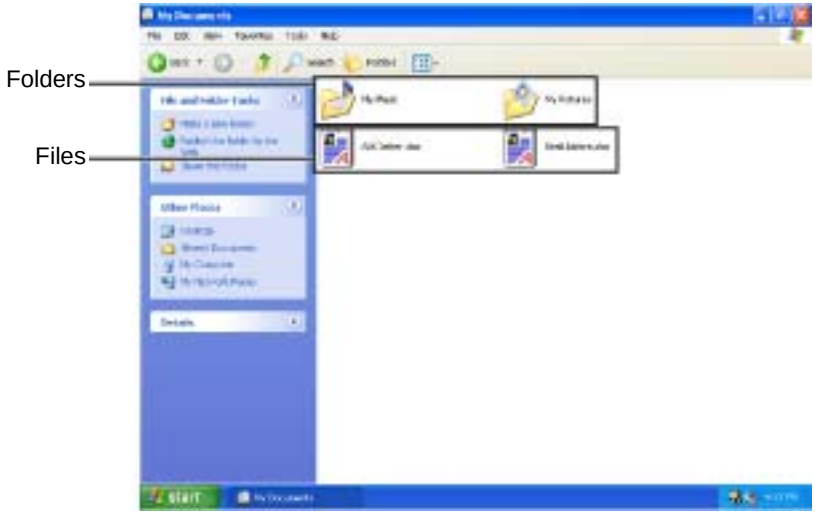
For more information about files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **files and folders** in the HelpSpot **Search** box Search , then click the arrow.

Creating folders

Folders are much like the folders in a file cabinet. They can contain files and other folders.

Files are much like paper documents—letters, spreadsheets, and pictures—that you keep on your computer. In fact, all information on a computer is stored in files.



To create a folder:

1. In Windows XP, click **Start**, then click **My Computer** on the Start menu.

   - OR -

   In Windows 2000, double-click the **My Computer** icon on the desktop.

2. Double-click the drive where you want to put the new folder. Typically, Local Disk (C:) is your hard drive and 3½ Floppy (A:) is your diskette drive. If you do not see the contents of the drive, click **Show the contents of this drive**.

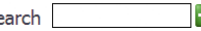
3. If you want to create a new folder inside an existing folder, double-click the existing folder. If you do not see the contents of the drive or folder, click **Show the contents of this drive** or **Show the contents of this folder**.

4. Click **File**, **New**, then click **Folder**. The new folder is created.

5. Type a name for the folder, then press ENTER. The new folder name appears by the folder icon.

Help and Support

For more information about creating files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **creating files and folders** in the HelpSpot **Search** box 

, then click the arrow.

For information about renaming folders, see “Shortcuts” on page 63.

Copying and moving files and folders

The skills you need to copy and move files are called *copying*, *cutting*, and *pasting*.

When you *copy and paste* a file or folder, you place a *copy* of the file or folder on the Windows *clipboard*, which temporarily stores it. Then, when you decide what folder you want the copy to go in (the *destination* folder), you *paste* it there.

When you *cut and paste* a file or folder, you remove the file or folder from its original location and place the file or folder on the Windows clipboard. When you decide where you want the file or folder to go, you paste it there.

Important

The clipboard stores whatever you cut or copy until you cut or copy again. Then the clipboard contains the new information only. Therefore, you can paste copies of a file or folder into more than one place, but as soon as you copy or cut a different file or folder, the original file or folder is deleted from the clipboard.

To copy a file or folder to another folder:

1. Locate the file or folder you want to copy. For more information, see “Viewing drives” on page 48 and “Searching for files” on page 56.
2. Right-click (press the right mouse button) the file or folder that you want to copy. A pop-up menu opens on the desktop.
3. Click **Copy** on the pop-up menu.
4. Open the destination folder.
5. With the pointer inside the destination folder, right-click.
6. Click **Paste**. A copy of the file or folder appears in the new location.

To move a file or folder to another folder:

1. Locate the file or folder you want to move. For more information, see “Viewing drives” on page 48 and “Searching for files” on page 56.
2. Right-click (press the right mouse button) the file or folder that you want to move. A pop-up menu opens on the desktop.
3. Click **Cut** on the pop-up menu.
4. Open the destination folder.
5. With the pointer inside the destination folder, right-click.
6. Click **Paste**. The file or folder you moved appears in its new location and is removed from its old location.

Help and Support

For more information about copying files and folders or moving files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **copying files and folders** or **moving files and folders** in the HelpSpot **Search** box Search , then click the arrow.

Deleting files and folders

When you throw away paper files and folders, you take them from the file cabinet and put them in a trash can. Eventually the trash can is emptied.

In Windows, you throw away files and folders by first moving them to the Windows trash can, called the *Recycle Bin*, where they remain until you decide to empty the bin.

You can recover any file in the Recycle Bin as long as the bin has not been emptied.

To delete files or folders:

1. In My Computer or Windows Explorer, click the files or folders that you want to delete. For instructions on how to select multiple files and folders, see "Shortcuts" on page 63.

   If you cannot find the file you want to delete, see "Searching for files" on page 56.

2. Click **File**, then click **Delete**. Windows moves the files and folders to the Recycle Bin.

Help and Support

For more information about deleting files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **deleting files and folders** in the HelpSpot **Search** box Search , then click the arrow.

To recover files or folders from the Recycle Bin:

1. Double-click the **Recycle Bin** icon. The *Recycle Bin* window opens and lists the files and folders you have thrown away since you last emptied it.
2. Click the files or folders that you want to restore. For instructions on how to select multiple files and folders, see "Shortcuts" on page 63.
3. Click **File**, then click **Restore**. Windows returns the deleted files or folders to their original locations.

To empty the Recycle Bin:

Caution

Emptying the Recycle Bin permanently erases any files or folders in the bin. These files cannot be restored.

1. Double-click the **Recycle Bin** icon on the desktop. The *Recycle Bin* window opens.
2. Click **File**, then click **Empty Recycle Bin**. Windows asks you if you are sure that you want to empty the bin.
3. Click **Yes**. Windows permanently deletes all files in the Recycle Bin.

Help and Support

For more information about emptying the Recycle Bin in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **emptying Recycle Bin** in the HelpSpot **Search** box Search , then click the arrow.

Browsing for files and folders

A file or folder that you need is rarely right on top of your Windows desktop. It is usually on a drive inside a folder that may be inside yet another folder, and so on.

Windows drives, folders, and files are organized in the same way as a real file cabinet in that they may have many levels (usually many more levels than a file cabinet, in fact). So you usually will have to search through levels of folders to find the file or folder that you need. This is called *browsing*.

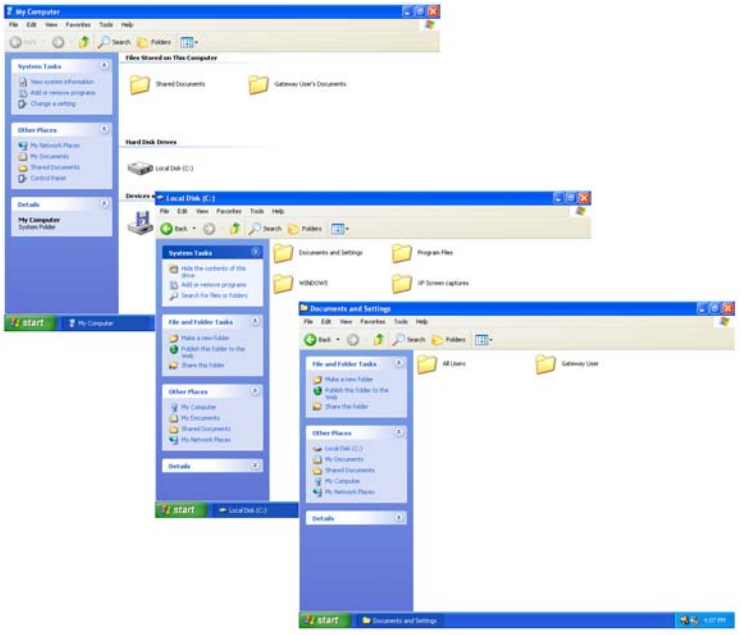
To browse for a file:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon on the desktop. The *My Computer* window opens.

2 Double-click the drive or folder that you think contains the file or folder that you want to find. If you do not see the contents of a folder, click **Show the contents of this drive** or **Show the contents of this folder**.



3 Continue double-clicking folders and their subfolders until you find the file or folder you want.

Help and Support

For more information about browsing for files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **files and folders** in the HelpSpot **Search** box Search , then click the arrow.

Searching for files

If you are looking for a particular file or folder or a set of files or folders that have characteristics in common, but you do not remember where they are stored on your hard drive, you can use the Search utility to search by:

- Name or part of a name
- Creation date
- Modification date
- File type
- Text contained in the file
- Time period in which it was created or modified

You can also combine search criteria to refine searches.

Files and folders found using this utility can be opened, copied, cut, renamed, or deleted directly from the list in the results window.

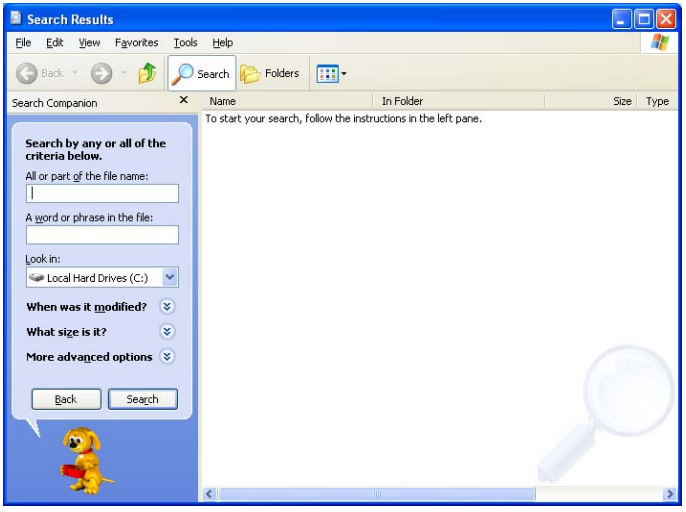
Using the Windows Search utility

To find files and folders using the Search utility:

1 In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens. Click **All files and folders**.

- OR -

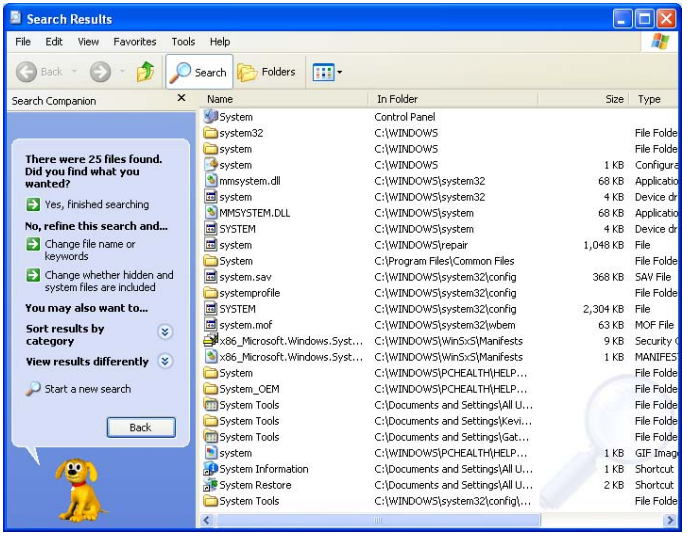
In Windows 2000, click **Start**, **Search**, then click **For Files or Folders**. The *Search Results* window opens.



2 If you want to search by file or folder name, type in all or part of the file or folder name in the name box in the left pane of the window.

- If you type all of the name, Search will list all files and folders of that name.
- If you type part of the name, Search will list all of the file and folder names containing the letters you typed.

3 Click **Search** or **Search Now**. When the search is completed, Windows lists the files and folders whose names contain the text that you searched for.


Search Results
File Edit View Favorites Tools Help
Back Search Folders
Search Companion
There were 25 files found. Did you find what you wanted?
Yes, finished searching
No, refine this search and...
Change file name or keywords
Change whether hidden and system files are included
You may also want to...
Sort results by category
View results differently
Start a new search
Back
Name In Folder Size Type
System Control Panel
system32 C:\WINDOWS File Folde
system C:\WINDOWS File Folde
system C:\WINDOWS 1 KB Configura
mmsystem.dll C:\WINDOWS\system32 68 KB Applicatio
system C:\WINDOWS\system32 4 KB Device dr
MMSYSTEM.DLL C:\WINDOWS\system 68 KB Applicatio
SYSTEM C:\WINDOWS\system 4 KB Device dr
system C:\WINDOWS\repair 1,048 KB File
System C:\Program Files\Common Files File Folde
system.sav C:\WINDOWS\system32\config 368 KB SAV File
systemprofile C:\WINDOWS\system32\config File Folde
SYSTEM C:\WINDOWS\system32\config 2,304 KB File
system.mof C:\WINDOWS\system32\wbem 63 KB MOF File
x86_Microsoft.Windows.Syst... C:\WINDOWS\WinSxS\Manifests 9 KB Security
x86_Microsoft.Windows.Syst... C:\WINDOWS\WinSxS\Manifests 1 KB MANIFES
System C:\WINDOWS\PCHEALTH\HELP... File Folde
System_OEM C:\WINDOWS\PCHEALTH\HELP... File Folde
System Tools C:\Documents and Settings\All U... File Folde
System Tools C:\Documents and Settings\Kevi... File Folde
System Tools C:\Documents and Settings\Gat... File Folde
system C:\WINDOWS\PCHEALTH\HELP... 1 KB GIF Imag
System Information C:\Documents and Settings\All U... 1 KB Shortcut
System Restore C:\Documents and Settings\All U... 2 KB Shortcut
System Tools C:\WINDOWS\system32\config\... File Folde

4 Open a file, folder, or program by double-clicking the name in the list.

Help and Support

For more information about searching for files and folders in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **searching** in the HelpSpot **Search** box Search , then click the arrow.

Using advanced search options

Search can find files meeting more criteria than file name. You can narrow your search by selecting the search options that you want. You can search by the:

- Date the file was created or modified.
- Size of the file.
- Type of file, such as a program or a text document.

Working with documents

Computer documents include word processing files, spreadsheet files, or other similar files. The basic methods of creating, saving, opening, and printing a document apply to most of these types of files.

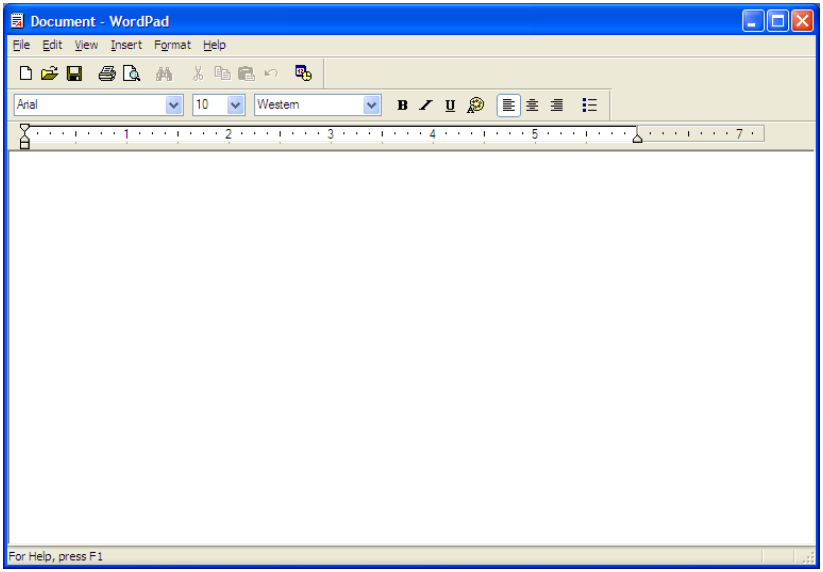
The following examples show how to create, save, open, and print a document using Microsoft® WordPad. Similar procedures apply to other programs such as WordPerfect, Microsoft Word, and Microsoft Excel.

For more information about using a program, click **Help** on its menu bar.

Creating a new document

To create a new document:

1. Click **Start**, **All Programs**, **Accessories**, then click **WordPad**. Microsoft WordPad starts and a blank document opens.



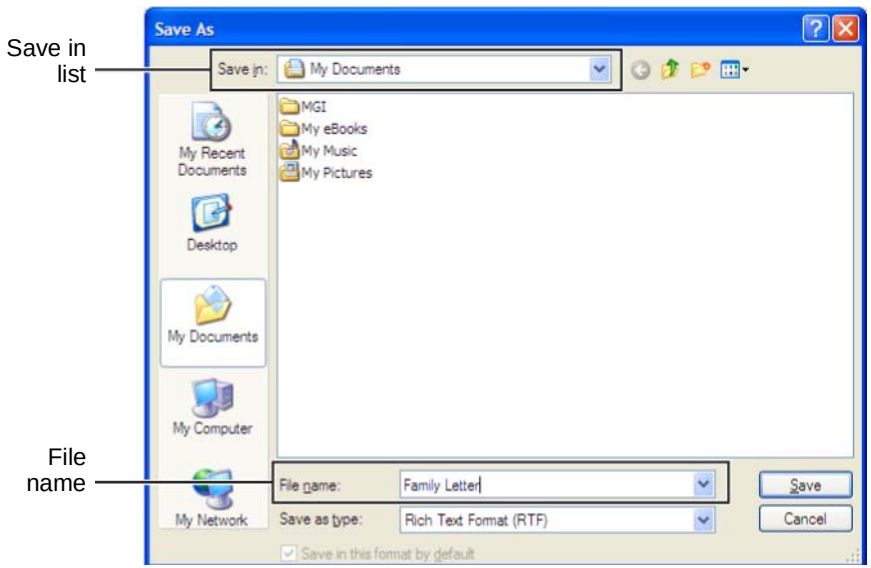
2. Begin composing your document. Use the menus and toolbar buttons at the top of the window to format the document.

Saving a document

After you create a document, you need to save it if you want to use it later.

To save a document:

1. Click **File**, then click **Save**. The *Save As* dialog box opens.



2. Click the arrow button to open the **Save in** list, then click the folder where you want to save the file. If you do not see the folder you want, browse through the folders listed below the *Save in* list.
3. Type a new file name in the **File name** box.
4. Click **Save**.

Help and Support

For more information about saving documents in Windows XP, click **Start**, then click **Help and Support**.

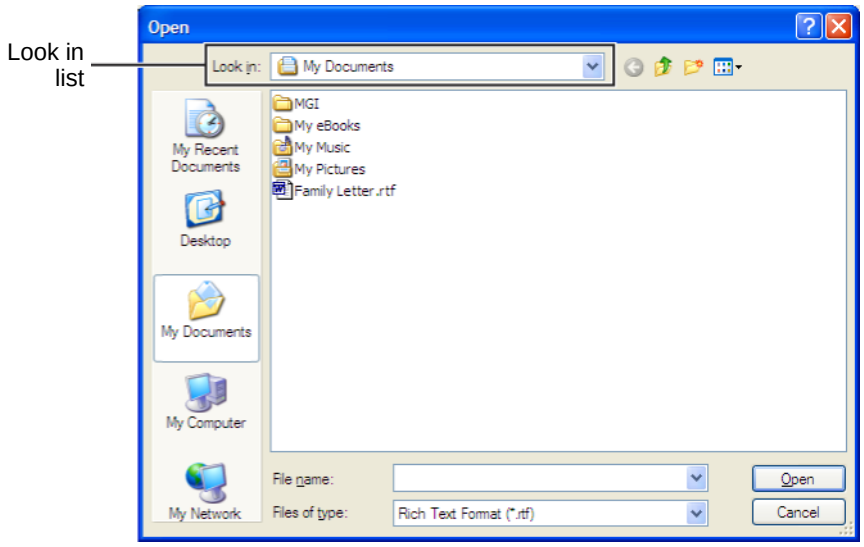
Type the keyword **saving** in the HelpSpot **Search** box Search , then click the arrow.

Opening a document

To view, revise, or print an existing document, first you need to open it. Open the document in the program that it was created in.

To open a document:

1. Start the program.
2. Click **File**, then click **Open**.
3. Click the arrow button to open the **Look in** list, then click the folder you want to open. If you do not see the folder you want, browse through the folders listed below the *Look in* list.



4. Double-click the document file name. The document opens.

Help and Support

For more information about opening documents in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **opening files** in the HelpSpot **Search** box Search , then click the arrow.

Printing a document

To print a document, you must have a printer connected to your computer or have access to a network printer. For more information about installing or using your printer, see the printer documentation.

To print a document:

1. Make sure that the printer is turned on and loaded with paper.
2. Start the program and open the document.
3. Click **File**, then click **Print**. The *Print* dialog box opens.
4. Set the print options, then click **OK**. The document prints.

Help and Support

For more information about printing documents in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **printing** in the HelpSpot **Search** box Search , then click the arrow.

Shortcuts

The following table shows a few shortcuts that you can use in Windows and almost all programs that run in Windows. For more information about shortcuts, see your Windows or program documentation.

To...	Do this...
Copy a file, folder, text, or graphic	Click the item, then press CTRL + C.
Cut a file, folder, text, or graphic	Click the item, then press CTRL + X.
Paste a file, folder, text, or graphic	Click inside the folder or window where you want to paste the object, then press CTRL + V.
Select multiple items in a list or window	Click the first item, press and hold down the CTRL key, then click each of the remaining items.
Select multiple adjacent items in a list or window	Click the first item in the list, press and hold down the SHIFT key, then click the last item in the list.
Permanently delete a file or folder	Click the file or folder, then press SHIFT + DELETE. The file or folder is permanently deleted. The file or folder is **not** stored in the Recycle Bin.
Rename a file or folder	Click the file or folder, press F2, type the new name, then press ENTER.
Close the active window or program	Press ALT + F4.
Switch to a different file, folder, or running program	Press ALT + TAB.

Help and Support

For more information about Windows keyboard shortcuts in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Windows keyboard shortcuts** in the HelpSpot **Search** box Search , then click the arrow.

Using the Internet 5

This chapter provides information about the Internet and the World Wide Web. Read this chapter to learn how to:

- Set up and access an Internet account using America Online®
- Connect to a Web site using a browser
- Download files from the Internet
- Send and receive e-mail using America Online

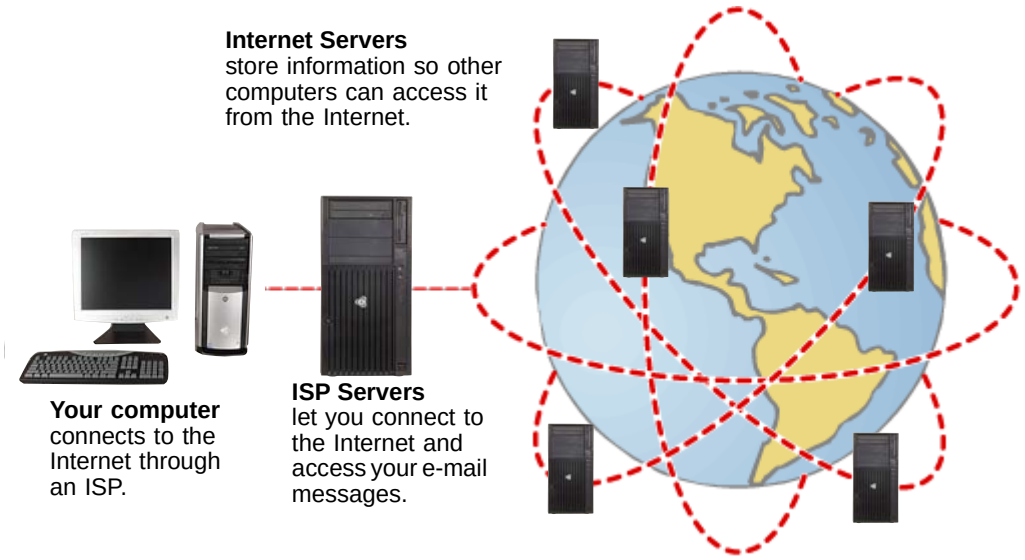
Learning about the Internet

The *Internet* is a worldwide network of computers linked together to provide information to people everywhere. The two most popular services on the Internet are e-mail and the World Wide Web. You can access this network by connecting your computer to a telephone, DSL (Digital Subscriber Line), or cable line and signing up with an Internet service provider (ISP).

Cable and DSL modems, a connection known as broadband, use your TV cable or special telephone lines to connect to your ISP and access the Internet. Cable and DSL modems connect to your computer through an Ethernet jack and provide a faster connection speed than a standard telephone modem.

Important

To locate the modem or Ethernet jack on your computer, see “Back” on page 4.


Internet Servers
store information so other computers can access it from the Internet.
Your computer
connects to the Internet through an ISP.
ISP Servers
let you connect to the Internet and access your e-mail messages.

If you want to access the Internet you need:

- A **modem** – a device that connects your computer to other computers or servers using a telephone, DSL, or cable line.
- An **Internet service provider** – a company that provides access to the Internet through an ISP server. When you connect to an ISP, the ISP server lets you access the Internet and your e-mail messages.
- A **Web browser** – a program that displays information from the World Wide Web.
- An **e-mail program** – a program that lets you create, send, and receive e-mail messages over the Internet.

Setting up an Internet account

Before you can view the information on the World Wide Web, you need to set up an Internet account with an Internet service provider (ISP). If you have chosen America Online as an ISP, follow these instructions to set up and connect to your account. To set up a different ISP service or to transfer an existing account to this computer, contact the ISP directly.

If you set up an account with America Online, an Internet e-mail address is created for you. After completing the setup, you are ready to access the Internet.

To set up an Internet account with America Online:

1. Click **Start**, **All Programs**, then click **America Online**.
2. Follow the on-screen instructions. After setting up your account, you can connect to the Internet and access your e-mail services.

Accessing your Internet account

To connect to your America Online Internet account:

1. Click **Start**, **All Programs**, then click **America Online**.
2. Complete the member name and password information, then click **Connect**. Your computer dials the Internet account telephone number. After connecting, the *Welcome* window opens.

If you are using a service other than America Online, check with your ISP for the correct procedure for connecting.

To disconnect from your America Online Internet account:

- Click **X** in the top-right corner of the America Online window. Your computer disconnects from the Internet.

Important

Make sure that your computer disconnects correctly from your Internet account. If you do not have an "unlimited hours" ISP account, you may have to pay for the time that you are connected, even if you are not at your computer.

If you are using a service other than America Online, check with your ISP for the correct procedure for disconnecting.

Help and Support

For general information about using Internet accounts in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **ISP** in the HelpSpot **Search** box Search , then click the arrow.

Using the World Wide Web

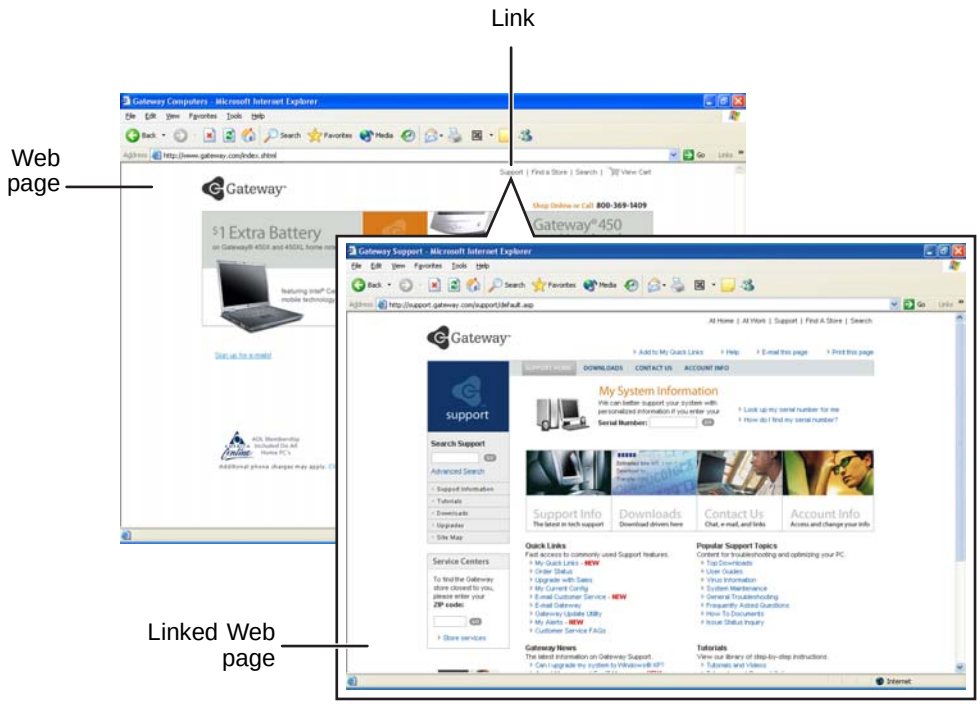
The World Wide Web is a multimedia window to the Internet that gives you access to millions of information sources.

Information on the Web comes to you on *Web pages*, which are electronic documents that you view using a Web page display program called a *browser*. You can use any of the commercially available Web browsers, like Microsoft Internet Explorer (which comes installed on your new computer), Netscape Navigator, or the browser built into America Online.

Web pages can contain text, animations, music, and other multimedia features. A group of related Web pages is called a *Web site*. You can access Web sites to shop, track investments, read the news, download programs, and much more.

You can explore a Web site or visit other Web sites by clicking areas on a Web page called *links* or *hyperlinks*. A link may be colored or underlined text, a picture, or an animated image. You can identify a link by moving the mouse pointer over it. If the pointer changes to a hand, the item is a link.

To learn more about using the Web browser features, click **Help** in the menu bar.



Connecting to a Web site

After you set up an account with an Internet service provider (ISP) such as America Online, you can access the many information sources on the World Wide Web.

To connect to a Web site:

1. Connect to your Internet account. After your computer connects, a default opening page or welcome screen opens.
2. To go to a different Web site, type the *address* (called a *URL* for "Universal Resource Locator") in the browser address bar (for example **www.gateway.com**), then click **GO** on the browser address bar.

- OR -

On the current Web page, click a link to a Web site.

The Web browser locates the server computer on the Internet, *downloads* (transfers) data to your computer, and displays the page on the site that you requested.

Help and Support

For more information about connecting to a Web site in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **connecting to Web site** in the HelpSpot **Search** box Search , then click the arrow.

Sometimes Web pages display slowly. The speed that a Web page displays on the screen depends on the complexity of the Web page and other Internet conditions. Additionally, the speed of your connection will determine how fast Web pages display.

Downloading files

Downloading is the process of transferring files from a computer on the Internet to your computer.

To protect your computer against viruses, make sure that you scan the files you download. For more information, see “Protecting your computer from viruses” on page 170.

To download files or programs from a Web site:

1. Connect to your Internet account.
2. In the address bar, type the address of the Web site that contains the file or program you want to download, then click **GO** on the browser address bar.

   - OR -

   Click a link on a Web page to navigate to the Web site containing the file that you want to download.
3. Create or locate the folder where you want to store the file on your computer. For more information, see “Working with files and folders” on page 48.
4. Click the link on the Web page for the file that you want to download.
5. Follow the on-screen instructions for saving the file in the folder that you want. A copy of the file is downloaded to your computer. The time that it takes to transfer the file to your computer depends on file size and Internet conditions.
6. Open the folder that you created.
7. Install or view the downloaded file by double-clicking it. If applicable, follow the instructions provided on the Web site to run or install the program.

Help and Support

For more information about downloading files in Windows XP, click **Start**, then click **Help and Support**.

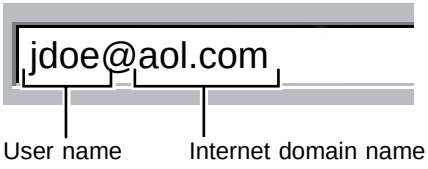
Type the keyword **downloading files** in the HelpSpot **Search** box Search , then click the arrow.

Using e-mail

E-mail (electronic mail) lets you send messages to anyone who has an Internet connection and e-mail address. E-mail is usually a free service of your Internet account.

The Internet never closes, so you can send e-mail messages at any time. Your e-mail messages arrive at most e-mail addresses in minutes.

An *e-mail address* consists of a user name, the @ symbol, and the Internet *domain name* of the Internet service provider (ISP) or company that "hosts" that user. Your e-mail address is assigned when you sign up for an account with an ISP. For example, a person with an account with America Online might have an e-mail address that is similar to this one:



Sending e-mail

To send e-mail using America Online:

1. Connect to your America Online account.
2. Click **Write**.
3. Type the e-mail address of the recipient you want to send e-mail to in the **Send To** box.
4. Type the subject of your e-mail in the **Subject** box.
5. Type the e-mail message.
6. When finished, click **Send Now**. Your e-mail is sent over the Internet to the e-mail address you specified.

Checking your e-mail

To check your e-mail using America Online:

1. Connect to your America Online account.
2. Click **Read**.
3. Double-click the message you want to read.

For more information about managing and organizing your e-mail messages, see the online help in your e-mail program.

Help and Support

For general information about using e-mail in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **e-mail** in the HelpSpot **Search** box Search , then click the arrow.

6 Using Multimedia

This chapter provides information on using the multimedia features of your computer. Read this chapter to learn how to:

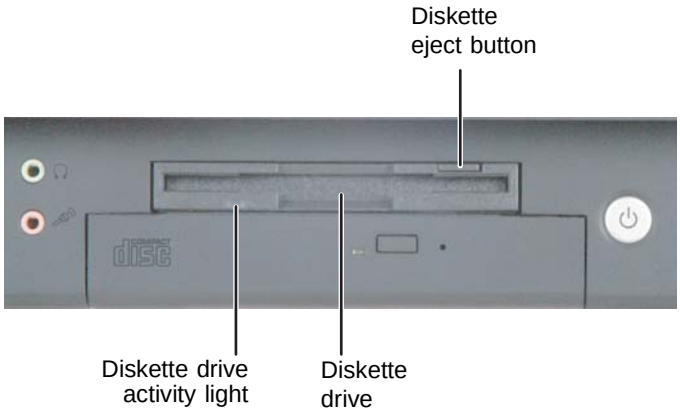
- Use the diskette drive
- Use the CD or DVD drive
- Adjust the volume
- Play CDs and DVDs
- Record and play audio files
- Use Windows Media Player
- Use MusicMatch
- Use a recordable drive to create CDs or DVDs

Using the diskette drive

The diskette drive uses 3.5-inch diskettes (sometimes called *floppy disks*). Diskettes are useful for storing files or transferring files to another computer.

Warning

Do not expose diskettes to water or magnetic fields. Exposure could damage the data on the diskette.



To use a diskette:

1 Insert the diskette into the diskette drive with the label facing up.

2 To access a file on the diskette in Windows XP, click **Start**, then click **My Computer**. Double-click the drive letter (for example, the A: drive), then double-click the file name.

- OR -

To access a file on the diskette in Windows 2000, double-click the **My Computer** icon, the drive letter (for example, the A: drive), then double-click the file name.

3 To remove the diskette, make sure that the drive activity light is off, then press the diskette eject button.

Using the CD or DVD drive

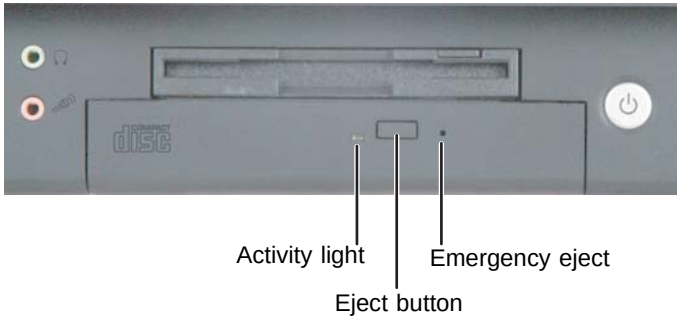
You can use your computer to enjoy a wide variety of multimedia features.

Identifying drive types

Your Gateway computer may contain one of the following drive types. Look on the front of the drive for one of the following logos:

CD drive		Use a CD drive for installing programs, playing audio CDs, and accessing data.
CD-RW drive		Use a CD-RW drive for installing programs, playing audio CDs, accessing data, and creating CDs. You can only write to a CD-R disc once. You can write to and erase CD-RW discs multiple times. For more information, see “Using a recordable drive” on page 101.
DVD drive		Use a DVD drive for installing programs, playing audio CDs, playing DVDs, and accessing data.
Combination DVD/CD-RW drive		Use a combination DVD/CD-RW drive for installing programs, playing audio CDs, playing DVDs, accessing data, and recording music and data to CD-R or CD-RW discs. For more information, see “Using a recordable drive” on page 101.
DVD-RW		Use a combination DVD-RW drive for installing programs, playing audio CDs, playing DVDs, accessing data, and recording video and data DVD-R, or DVD-RW discs. For more information, see “Using a recordable drive” on page 101.

Inserting a CD or DVD



Important

Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

To insert a CD or DVD:

1. Press the eject button on the CD or DVD drive. After the tray opens slightly, pull the disc tray completely open.
2. Place the disc in the tray with the label facing up, then press down carefully on the disc until it snaps into place.

Important

When you place a single-sided disc in the tray, make sure that the label side is facing up. If the disc has two playable sides, place the disc so the name of the side you want to play is facing up.

3. Push the tray in until it is closed.

Adjusting the volume

Adjusting the volume in Windows XP

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your computer. Depending on the sound hardware installed in your computer, you may have additional volume controls available through the Start menu.

To adjust the overall volume level using hardware controls:

- If you are using external speakers, turn the knob on the front of the speakers.

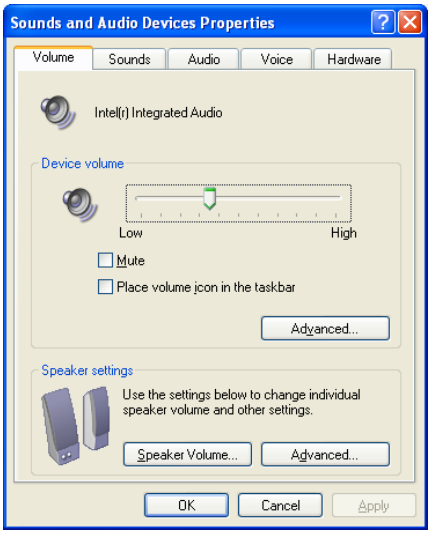
  -OR-

  Use the volume control buttons on the keyboard. See “Special-function buttons” on page 22 for more information.

To adjust the overall volume level from Windows:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your control panel is in Category View, click **Sounds, Speech, and Audio Devices**.
2. Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.



4 Drag the **Device Volume** slider to change the volume or click to select the **Mute** check box, then click **OK**.

Help and Support

For more information about adjusting volume in Windows XP, click **Start**, then click **Help and Support**.

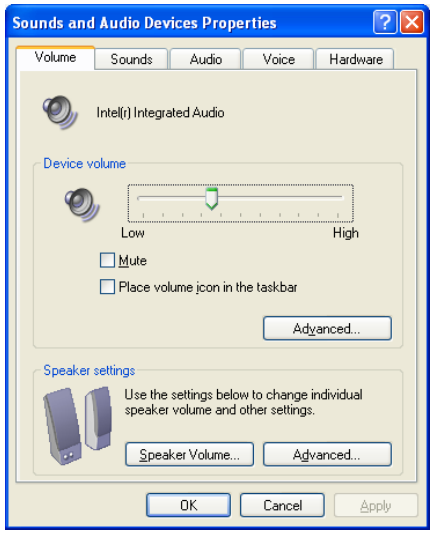
Type the keyword **adjusting volume** in the HelpSpot **Search** box Search , then click the arrow.

To adjust specific volume levels:

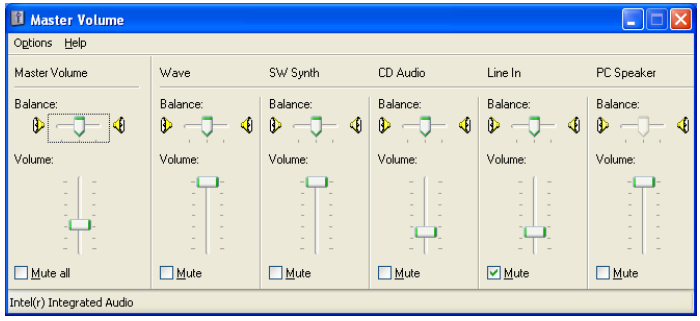
1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your control panel is in Category View, click **Sounds, Speech, and Audio Devices**.

2 Click/Double-click the **Adjust the system volume** or **Sounds and Audio Devices**. The *Sounds and Audio Devices Properties* dialog box opens.

3 Click the **Volume** tab.



4 Click **Advanced** in the **Device volume** area.



If the device you want to adjust does not appear in the window, click **Options**, **Properties**, the check box next to the audio device you want to adjust, then click **OK**.

5 Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the window.

6 Click **X** in the top-right corner of the window to close it.

Adjusting the volume in Windows 2000

You can use the volume controls to adjust the overall volume and the volume of specific sound devices in your computer. Depending on the sound hardware installed in your computer, you may have additional volume controls available through the Start menu.

To adjust overall volume level using hardware controls:

- If you are using external speakers, turn the knob on the front of the speakers.

  -OR-

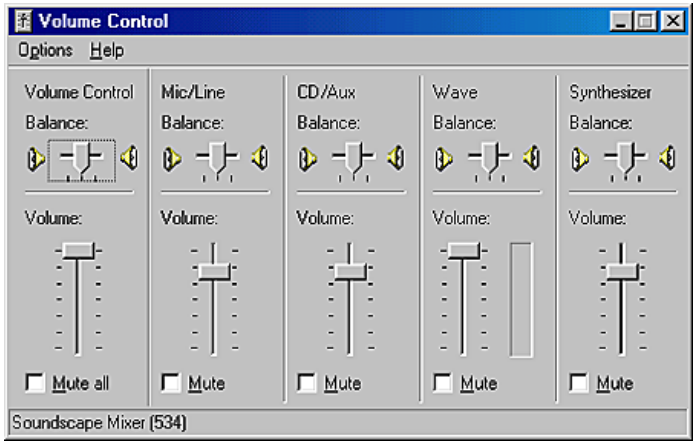
  Use the volume control buttons on the keyboard. See “Special-function buttons” on page 22 for more information.

To adjust overall volume level from Windows:

- Click the speaker icon on the taskbar, then drag the slider to change the volume or click to select the **Mute** check box.

To adjust specific volume levels:

1 Double-click the speaker icon on the taskbar. The *Volume Control* window opens.



If the device you want to adjust does not appear in the *Volume Control* window, click **Options**, **Properties**, the audio device you want to adjust, then click **OK**.

2 Drag the volume level and balance sliders for the device you want to adjust. For more information about the volume controls, click **Help** in the *Volume Control* window.

3 Click **X** in the top-right corner of the window to close it.

Listening to CDs

You can use the CD or DVD drive on your computer to listen to music CDs.

Important

Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

Listening to CDs in Windows XP

Use the Windows Media Player to listen to CDs in Windows XP. For more information about the using the Windows Media Player, click **Help**. You can also use MusicMatch to listen to CDs. For more information, see "Using MusicMatch" on page 94.

You can use the special-function buttons on the Multifunction keyboard to control how you play your CDs. For more information, see "Special-function buttons" on page 22.

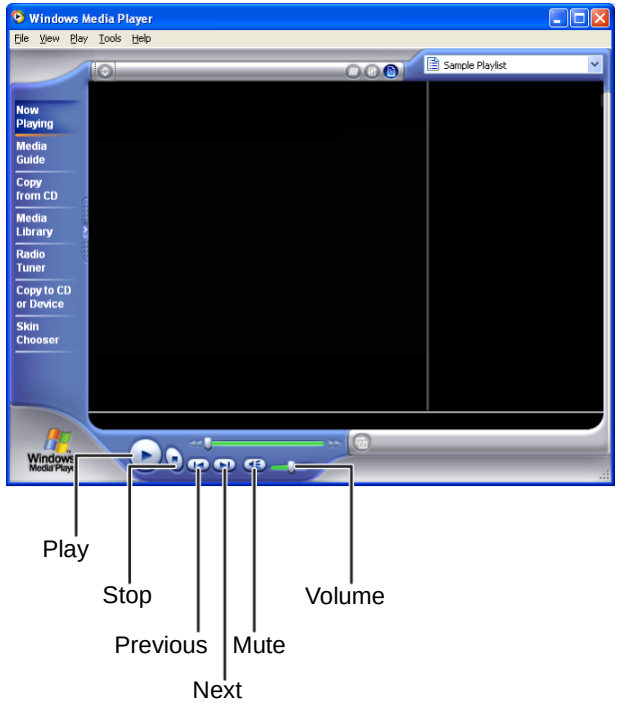
To play a CD:

1. Insert a CD into the CD or DVD drive.
2. If a dialog box opens with a list of CD players, click **Windows Media Player**. The Windows Media Player opens.

   - OR -

   If a dialog box does not open with a list of CD players, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

3 When the media player opens, click ▶ (play).



If you do not hear sound or you want to change the volume, see "Adjusting the volume in Windows XP" on page 81.

Help and Support

For more information about playing CDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **playing CDs** in the HelpSpot **Search** box Search , then click the arrow.

Listening to CDs in Windows 2000

Use the Windows CD Player to play an audio CD. You can also use MusicMatch to listen to CDs. For more information, see "Using MusicMatch" on page 94.

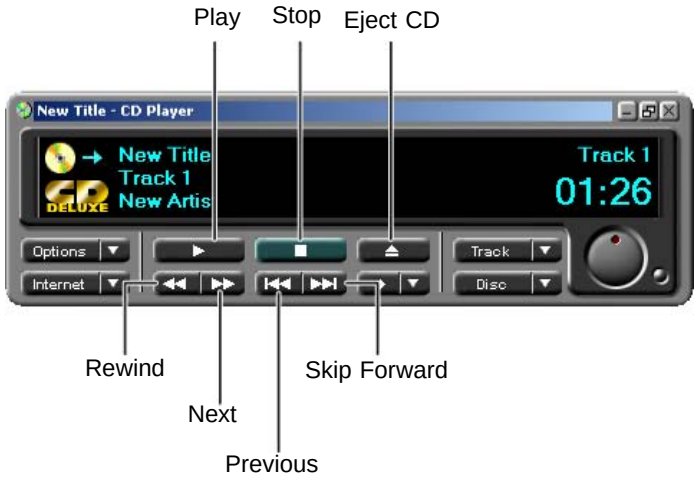
You can use the special-function buttons on the Multifunction keyboard to control how you play your CDs. For more information, see "Special-function buttons" on page 22.

To play a CD:

- Insert a CD into the CD or DVD drive. The CD Player opens and the CD plays.

  - OR -

  If the CD does not start playing automatically, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **CD Player**. When the CD Player opens, click ▶ (play).



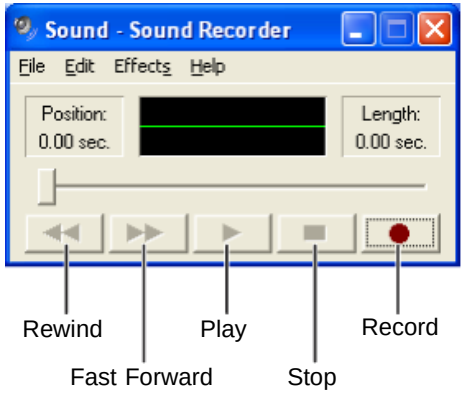
If you do not hear sound or you want to change the volume, see "Adjusting the volume in Windows 2000" on page 84.

Recording and playing audio

Use the following instructions to make an audio recording by speaking into a microphone.

To make an audio recording:

1. Plug a microphone into one of the Microphone jacks on your computer. For the location of the Microphone jacks, see “Front” on page 2, and “Back” on page 4.
2. Click **Start**, **All Programs**, **Accessories**, **Entertainment**, then click **Sound Recorder**. The Sound Recorder opens.



3. Click ● (record), then speak into the microphone.
4. When you finish recording, click ■ (stop).
5. Click **File**, then click **Save As**. The *Save As* dialog box opens.
6. Name the recording, specify the location where you want to save the recording, then click **Save**. The recording is saved.

To play an audio recording in Sound Recorder:

1. Open the Sound Recorder.
2. Click **File**, then click **Open**. The *Open* dialog box opens.
3. Click the file you want to play, then click **Open**.
4. Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Help and Support

For more information about making or playing an audio recording in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **recording audio** or **playing audio** in the HelpSpot **Search** box Search , then click the arrow.

Playing audio and video files with the Windows Media Player

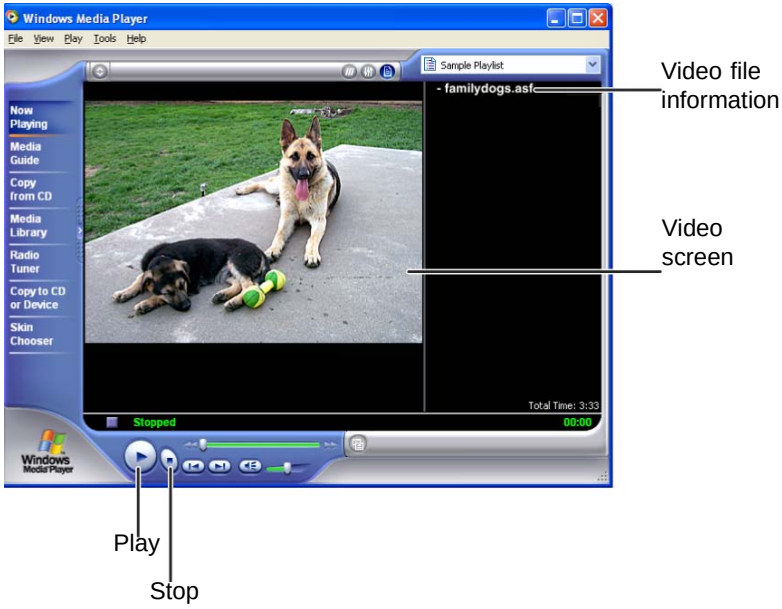
The Windows Media Player can play several types of audio and video files, including WAV, MIDI, MP3, AU, AVI, and MPEG formats. For more information about the using the Windows Media Player, click **Help**.

To play a file using the Windows Media Player:

1 In Windows XP, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

- OR -

In Windows 2000, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **Windows Media Player**. The Windows Media Player opens.



2 Click **File**, then click **Open**. The *Open* dialog box opens.

Important

If the menu bar does not appear, click the show menu bar button.

3 Click the file you want to play, then click **Open**.

4 Play the file by clicking ▶ (play), then stop playing the file by clicking ■ (stop).

Help and Support

For more information about playing audio and video using the Windows Media Player in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Media Player** in the HelpSpot **Search** box Search , then click the arrow.

Playing a DVD

A Digital Versatile Disc (DVD) is similar to a standard CD but has greater data capacity. Because of this increased capacity, full-length movies, several albums of music, or several gigabytes of data can fit on a single disc. If your computer has a DVD drive, you can play DVDs with the InterVideo DVD Player program or Windows Media Player. For more information about playing DVDs, click **Help** in the DVD player program.

To play a DVD:

1 Make sure that the speakers are turned on or headphones are plugged in and that the volume is turned up.

2 Turn off your screen saver and standby timers.

3 To play a DVD using InterVideo DVD, click **Start**, **All Programs**, **DVD**, then click **DVD Player**. The InterVideo DVD Player video screen and control panel open.

-OR-

To play a DVD using Windows Media Player in Windows XP, click **Start**, **All Programs**, then click **Windows Media Player**. The Windows Media Player opens.

- OR -

To play a DVD using Windows Media Player in Windows 2000, click **Start**, **Programs**, **Accessories**, **Entertainment**, then click **Windows Media Player**. The Windows Media Player opens.

Important

If the InterVideo DVD player is not on the Start menu, or if Windows Media Player cannot play a DVD, you will need to install the InterVideo DVD program. To install the InterVideo program, insert the InterVideo DVD Software disc into the DVD drive and follow the on-screen instructions.

4 Insert a DVD into the DVD drive, then click ▶ (play). The DVD plays. Use the volume controls in the DVD player to adjust the volume.

Help and Support

For more information about playing DVDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **playing DVDs** in the HelpSpot **Search** box Search , then click the arrow.

Using MusicMatch

Using MusicMatch™, you can:

- Play music CDs
- Create MP3 music files from your music CDs
- Edit music track information
- Use your music files to build a music library
- Listen to Internet Radio

For more information on using MusicMatch, see its online help.

Playing CDs

You can use the MusicMatch program to play music CDs.

Important

Some music CDs have copy protection software. You may not be able to play these CDs on your computer.

To play a music CD in Windows XP:

1. To have MusicMatch automatically list the album, artist, and track names of your CD, connect to the Internet before inserting your CD.
2. Insert the music CD into the CD or DVD drive on your computer.
3. If an *Audio CD* dialog box opens, click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. The *MusicMatch* window opens.

   - OR -

   If a dialog box does not open, click **Start**, **All Programs**, **MusicMatch**, then click **MusicMatch Jukebox**. The *MusicMatch* window opens.

4 Click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. MusicMatch opens, the CD begins playing, and the names of the music tracks appear in the playlist area.

Creating MP3 music files

Using MusicMatch, you can copy the tracks from a music CD to your computer's hard drive as MP3 files. *MP3* (MPEG Layer 3) is a standard for digitally compressing high-fidelity music into compact files without noticeably sacrificing quality. MP3 files end in the file extension **.MP3**.

Important

Some music CDs have copy protection software. You cannot copy tracks from these CDs.

To create MP3 files:

1 To have MusicMatch automatically list the album, artist, and track names of your CD, then use that information for naming and storing your MP3 files, connect to the Internet before inserting your CD.

2 Insert a music CD into your CD or DVD drive.

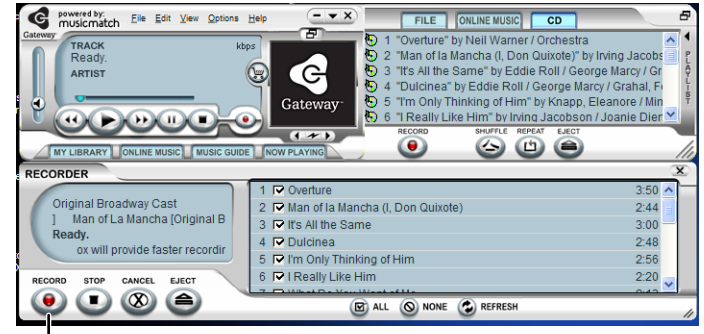
3 If an *Audio CD* dialog box opens, click **Play Audio CD using MUSICMATCH Jukebox**, then click **OK**. The *MusicMatch* window opens.

- OR -

If a dialog box does not open, click **Start**, **All Programs**, **MusicMatch**, then click **MusicMatch Jukebox**. The *MusicMatch* window opens.

4 If the CD is playing, click **Stop**.

5 Click **Record**. The *Recorder* window opens.



6 Click to clear the check box for any track you do not want to record.

7 Click **Record**.

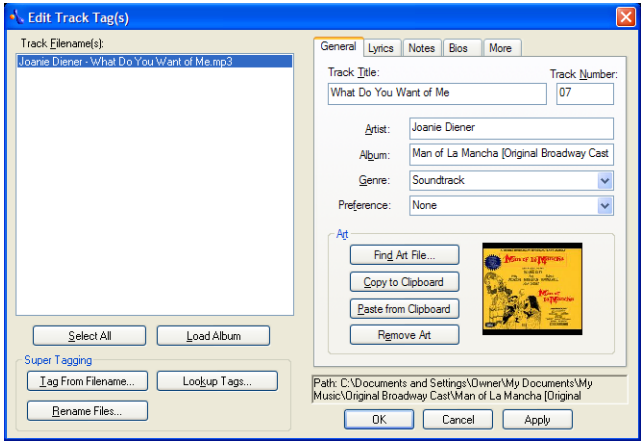
8 When a message tells you the CD drive needs to be configured, click **OK**. A progress bar appears next to each track as it is recorded.

Editing track information

After you add a CD track as an MP3 file to your music library, you can edit the track's information.

To edit track information:

1. In MusicMatch, click **My Library**. The library window opens.
2. In the library window, right-click the file, then click **Edit Track Tag(s)**. The *Edit Track Tag(s)* dialog box opens.



3. Enter information such as track title, lead artist, album, and genre.
4. Click **OK**. The new track information appears in the MusicMatch playlist, music library, and recorder window.

Building a music library

Use MusicMatch to build a music library. You can organize your music tracks by categories, find a track quickly by using the sort features, and add information to a music file.

You can add music tracks to your music library by:

- **Creating MP3 files** – When you create MP3 files from the tracks on your music CD, MusicMatch automatically adds these files to your music library.
- **Dragging and Dropping** – Drag and drop files from Windows Explorer or your desktop to the music library.
- **Downloading files from the Internet** – When you are connected to the Internet, MP3 files that you download are automatically added to your music library.

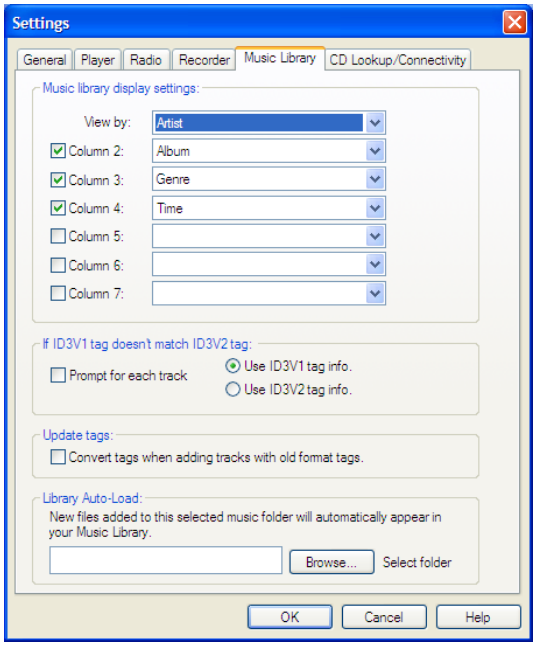
Caution

During the download process, MP3 files may become corrupt. If you are having trouble listening to, or working with, a downloaded file, try downloading the file again.

Changing the music library display settings

To change the music library display settings:

1. In MusicMatch, click **Options**, then click **Settings**. The *Settings* window opens.
2. Click the **Music Library** tab.



3. Click an arrow button to open a column list, then click the category that you want to display in the column.
4. When you have finished selecting categories, click **OK**.

Listening to Internet radio

To listen to an Internet radio station:

1 Connect to the Internet, then open MusicMatch.

2 Click **Online Music**. The *Radio* window opens.

3 To select one of the MusicMatch Internet radio stations, click **Featured Radio Stations** or **Radio Stations**, the radio station, then click the arrow in the *play this station* box. MusicMatch connects to the station and plays the audio. If you do not see **Featured Radio Stations** or **Radio Stations**, drag the scroll bar on the left.

- OR -

To play another Internet radio station, click **Broadcast Radio**, the appropriate category in the **Broadcast Stations** list, the radio station, then click the arrow in the *play this station* box. MusicMatch connects to the station and plays the audio. If you do not see **Broadcast Radio**, drag the scroll bar on the left.

Using advanced features

You can also use MusicMatch to create your own music CDs and to download MP3 files to your portable MP3 player. For more information, see the MusicMatch online help.

Using a recordable drive

You can use the CD-RW or DVD/CD-RW drive to create data CDs, music CDs, or copies of CDs. You can use the DVD-RW drive to create data or video DVDs. For more information about the drive's capabilities, see "Identifying drive types" on page 78.

Creating data CDs and DVDs

Use Roxio Easy CD Creator to create **data** CDs and DVDs. Data CDs and DVDs are ideal for backing up important files such as tax records, letters, MP3s, digital movies, or photos. For information on creating **music** CDs, see "Creating music CDs" on page 107.

Use the movie creator software to create **video** DVDs. For more information about using the movie creator software that came with your computer, see its online help.

Important

We recommend that you do not use your computer for other tasks while creating CDs or DVDs.

Important

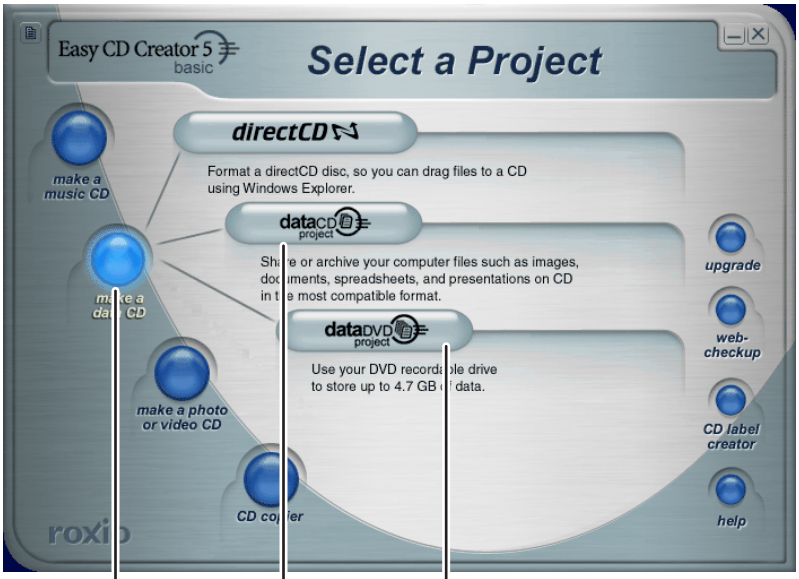
If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

To create a data CD or DVD:

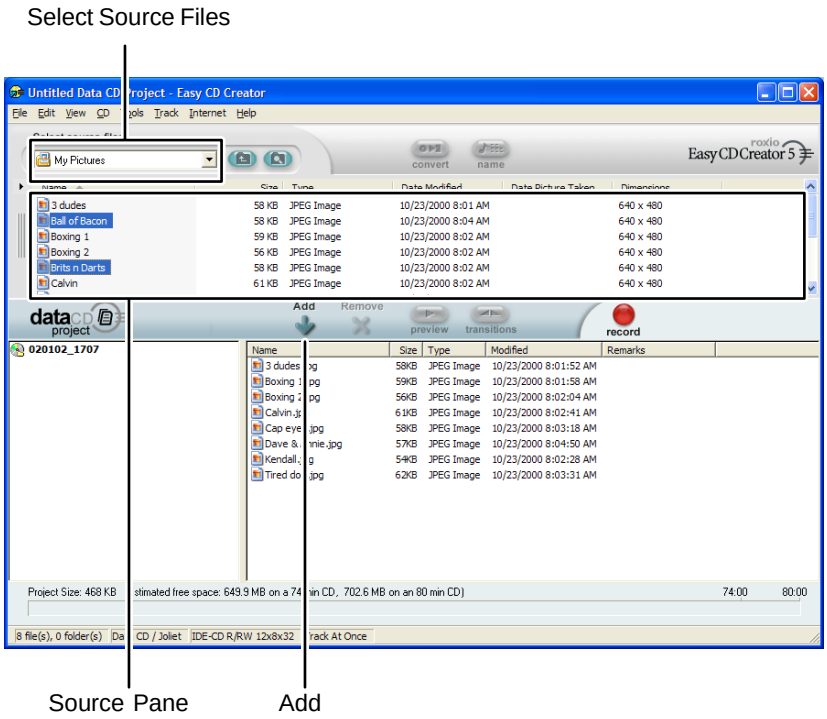
1. Insert a blank, writable CD or DVD into the recordable CD or DVD drive.
2. If a *CD Drive* dialog box opens, click **Create a CD using Roxio Easy CD Creator**, then click **OK**. The *Select a Project* window opens.

   - OR -

   If a dialog box does not open, click **Start**, **All Programs**, **Roxio Easy CD Creator**, then click **Project Selector**. The *Select a Project* window opens.

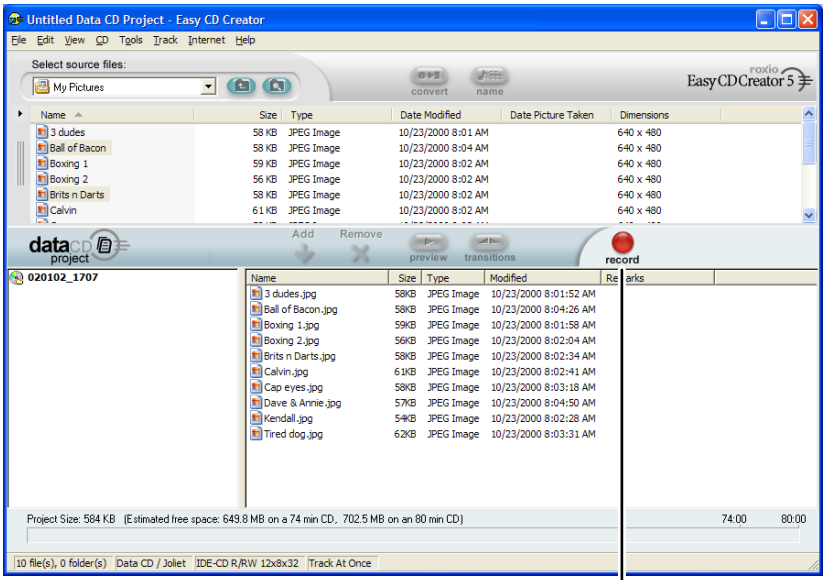


3 Move your pointer over **make a data CD**, then click **dataCD project** or **dataDVD project**. The *Easy CD Creator* window opens.

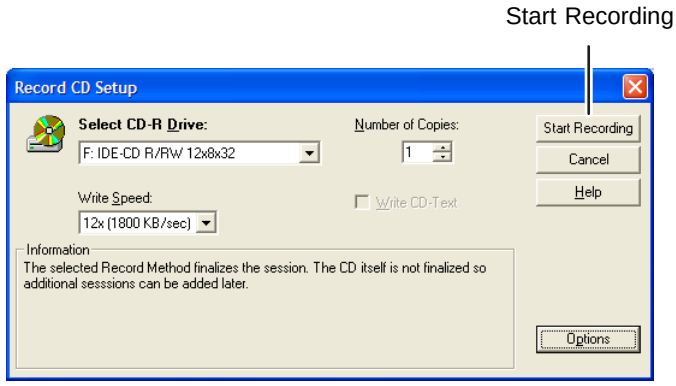


4 Click the arrow button to open the **Select Source Files** list, then click the drive or folder where the files you want to add to the writable CD or DVD are located. If you do not see the folder you want, browse through the folders in the *Source* pane.

5 Click the file you want to record (hold down the CTRL or SHIFT key when you click to select multiple files) in the *Source* pane, then click **Add**.


Untitled Data CD Project - Easy CD Creator
File Edit View CD Tools Track Internet Help
Select source files:
My Pictures
convert
name
roxio Easy CD Creator 5
Name Size Type Date Modified Date Picture Taken Dimensions
3 dudes 58 KB JPEG Image 10/23/2000 8:01 AM 640 x 480
Ball of Bacon 58 KB JPEG Image 10/23/2000 8:04 AM 640 x 480
Boxing 1 59 KB JPEG Image 10/23/2000 8:02 AM 640 x 480
Boxing 2 56 KB JPEG Image 10/23/2000 8:02 AM 640 x 480
Brits n Darts 58 KB JPEG Image 10/23/2000 8:02 AM 640 x 480
Calvin 61 KB JPEG Image 10/23/2000 8:02 AM 640 x 480
data CD project
Add
Remove
preview
transitions
record
020102_1707
Name Size Type Modified
3 dudes.jpg 58KB JPEG Image 10/23/2000 8:01:52 AM
Ball of Bacon.jpg 58KB JPEG Image 10/23/2000 8:04:26 AM
Boxing 1.jpg 59KB JPEG Image 10/23/2000 8:01:58 AM
Boxing 2.jpg 56KB JPEG Image 10/23/2000 8:02:04 AM
Brits n Darts.jpg 58KB JPEG Image 10/23/2000 8:02:34 AM
Calvin.jpg 61KB JPEG Image 10/23/2000 8:02:41 AM
Cap eyes.jpg 58KB JPEG Image 10/23/2000 8:03:18 AM
Dave & Annie.jpg 57KB JPEG Image 10/23/2000 8:04:50 AM
Kendall.jpg 54KB JPEG Image 10/23/2000 8:02:28 AM
Tired dog.jpg 62KB JPEG Image 10/23/2000 8:03:31 AM
Project Size: 584 KB (Estimated free space: 649.8 MB on a 74 min CD, 702.5 MB on an 80 min CD)
74:00
80:00
10 file(s), 0 folder(s)
Data CD / Joliet
IDE-CD R/RW 12x8x32
Track At Once
record

6 After you have added all of your files, click **record**. The *Record CD Setup* dialog box opens.



7 Click **Start Recording**.

Help and Support

For more information about creating CDs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **creating CDs** in the HelpSpot **Search** box Search , then click the arrow.

Creating video DVDs

Use the movie creator software to create **video** DVDs. For more information about using the movie creator software that came with your computer, see its online help.

Important

We recommend that you do not use your computer for other tasks while creating DVDs.

Important

If you record copyrighted material on a DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

To create a video DVD:

1. Insert a blank, writable DVD-R or DVD-RW disc into the recordable DVD drive. You cannot use a DVD-RAM disc to create a video DVD.
2. If a *CD Drive* dialog box opens, click **Take no action**, then click **OK**.
3. Use a video authoring and recording program, such as Pinnacle Expression, to create **video** DVDs. For more information about using the program that came with your computer, see its online help.

After you connect your digital camcorder to your computer, creating a video DVD typically consists of three basic steps: capture the video, edit the video, and record the video to a DVD-R or DVD-RW disc.

Creating music CDs

Use Roxio Easy CD Creator to create **music** CDs from other music CDs or MP3 files. For information on creating data CDs, see "Creating data CDs and DVDs" on page 101.

Important

We recommend that you do not use your computer for other tasks while creating CDs.

Important

If you record copyrighted material on a CD or DVD, you need permission from the copyright owner. Otherwise, you may be violating copyright law and be subject to payment of damages and other remedies. If you are uncertain about your rights, contact your legal advisor.

Important

Some CDs have copy protection software. You cannot create MP3 files from these CDs and you may not be able to listen to these CDs on your computer.

To create music CDs:

1 Insert a blank, writable CD into the recordable CD drive.

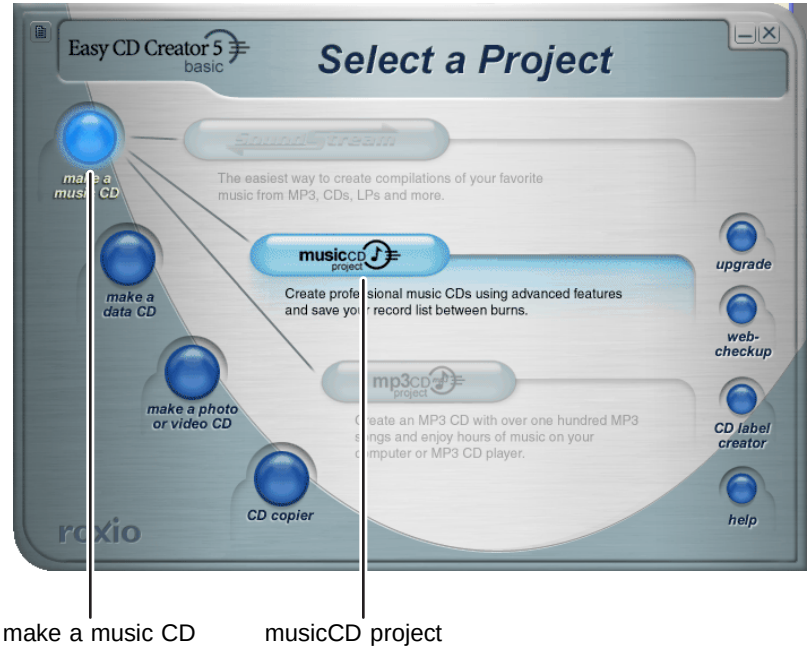
Tips & Tricks

Most home and car stereos read CD-R discs, but do not read CD-RW discs. To make sure that the CD that you create will play on home and car CD players, use a CD-R disc.

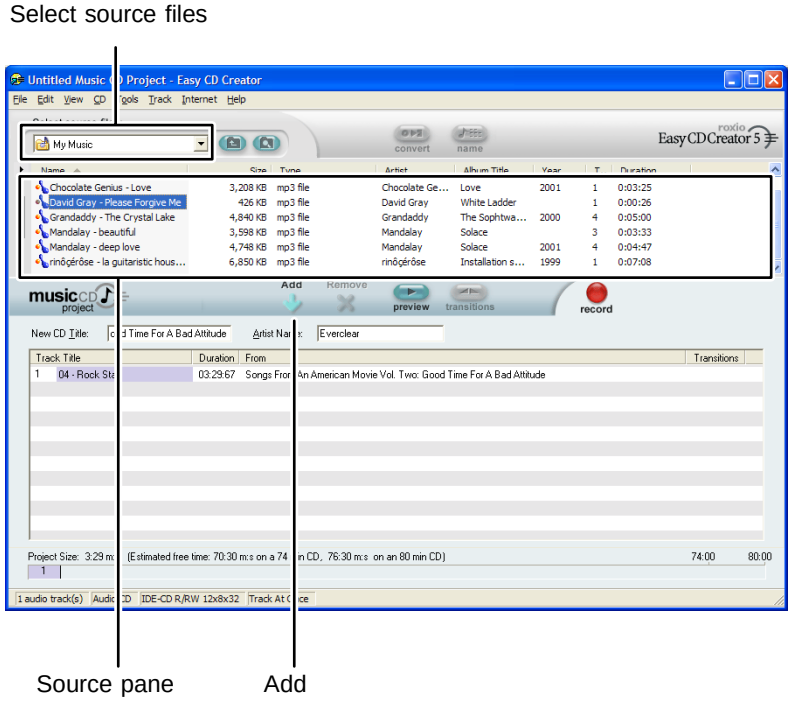
2 If a *CD Drive* dialog box opens, click **Create a CD using Roxio Easy CD Creator**, then click **OK**. The *Select a Project* window opens.

- OR -

If a dialog box does not open, click **Start**, **All Programs**, **Roxio Easy CD Creator**, then click **Project Selector**. The *Select a Project* window opens.


Easy CD Creator 5 basic
Select a Project
The easiest way to create compilations of your favorite music from MP3, CDs, LPs and more.
musicCD project
Create professional music CDs using advanced features and save your record list between burns.
mp3CD project
Create an MP3 CD with over one hundred MP3 songs and enjoy hours of music on your computer or MP3 CD player.
make a data CD
make a photo or video CD
CD copier
upgrade
web-checkup
CD label creator
help
roxio
make a music CD
musicCD project

3 Move your pointer over **make a music CD**, then click **musicCD project**. The *Easy CD Creator* window opens.

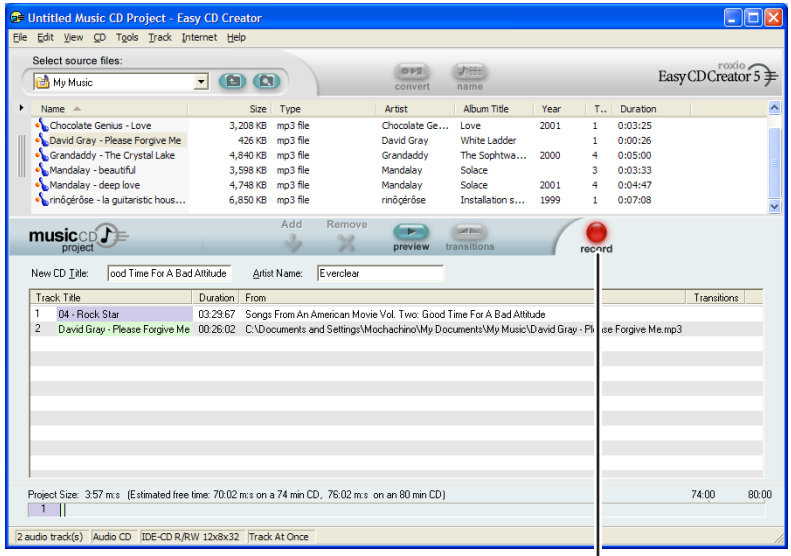


4 Click the arrow button to open the **Select Source Files** list, then click the drive or folder where the music files that you want to add to the writable CD are located. If you do not see the folder you want, browse through the folders in the *Source* pane.

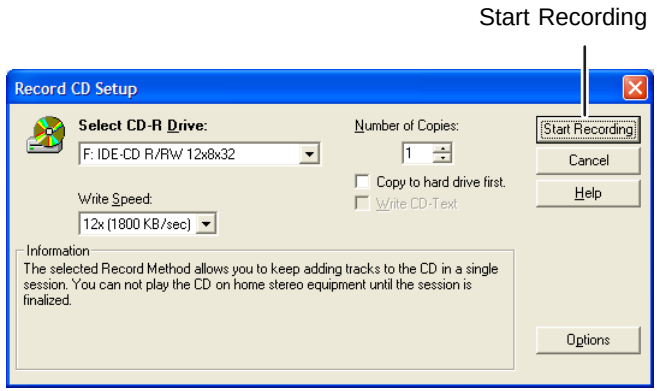
5 Click the file you want to record (hold down the **CTRL** or **SHIFT** key when you click to select multiple files) in the *Source* pane, then click **Add**.

Tips & Tricks

You can add any combination of music tracks or MP3 files to a music CD project. You can add up to 99 tracks and files, or up to 650 MB (74-minute CD) or 700 MB (80-minute CD) of tracks and files to a music CD project.


Untitled Music CD Project - Easy CD Creator
File Edit View CD Tools Track Internet Help
Select source files:
My Music
convert
name
Easy CD Creator 5
Name Size Type Artist Album Title Year T.. Duration
Chocolate Genius - Love 3,208 KB mp3 file Chocolate Ge... Love 2001 1 0:03:25
David Gray - Please Forgive Me 426 KB mp3 file David Gray White Ladder 1 0:00:26
Grandaddy - The Crystal Lake 4,840 KB mp3 file Grandaddy The Sophtwa... 2000 4 0:05:00
Mandalay - beautiful 3,598 KB mp3 file Mandalay Solace 3 0:03:33
Mandalay - deep love 4,748 KB mp3 file Mandalay Solace 2001 4 0:04:47
rinôçérôse - la guitaristic hous... 6,850 KB mp3 file rinôçérôse Installation s... 1999 1 0:07:08
music CD project
Add
Remove
preview
transitions
record
New CD Title:
ood Time For A Bad Attitude
Artist Name:
Everclear
Track Title Duration From Transitions
1 04 - Rock Star 03:29:67 Songs From An American Movie Vol. Two: Good Time For A Bad Attitude
2 David Gray - Please Forgive Me 00:26:02 C:\Documents and Settings\Mochachino\My Documents\My Music\David Gray - Pl se Forgive Me.mp3
Project Size: 3:57 m:s (Estimated free time: 70:02 m:s on a 74 min CD, 76:02 m:s on an 80 min CD)
74:00
80:00
2 audio track(s)
Audio CD
IDE-CD R/RW 12x8x32
Track At Once
record

6 After you have added all of your tracks and files, click **record**. The *Record CD Setup* dialog box opens.


Start Recording
Record CD Setup
Select CD-R Drive:
F: IDE-CD R/RW 12x8x32
Number of Copies:
1
Copy to hard drive first.
Write CD-Text
Write Speed:
12x (1800 KB/sec)
Information
The selected Record Method allows you to keep adding tracks to the CD in a single session. You can not play the CD on home stereo equipment until the session is finalized.
Start Recording
Cancel
Help
Options

7 Click **Start Recording**. When the recording is complete, you may see a *Record Complete* dialog box. Select the appropriate option.

Help and Support

For more information about creating CDs in Windows XP, click **Start**, then click **Help and Support**.

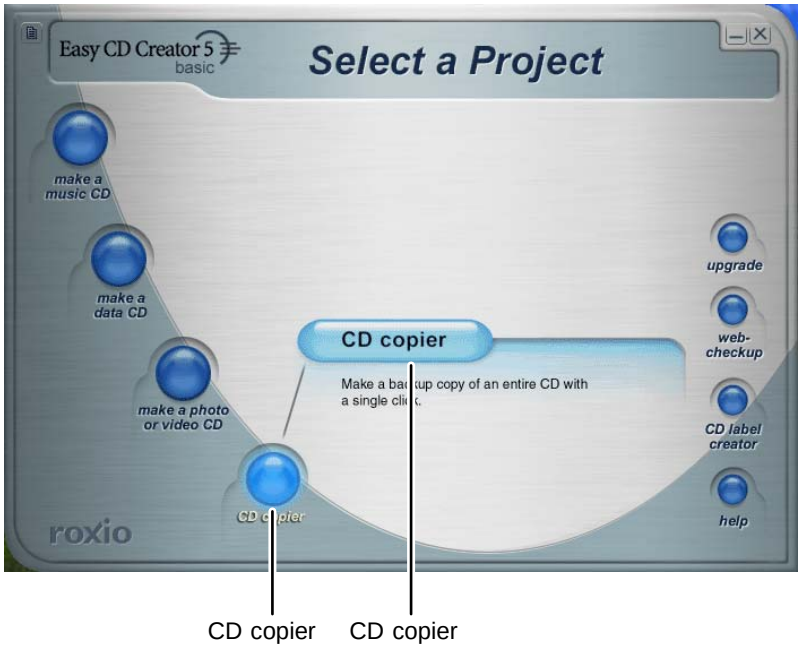
Type the keyword **creating CDs** in the HelpSpot **Search** box Search , then click the arrow.

To copy a CD or DVD:

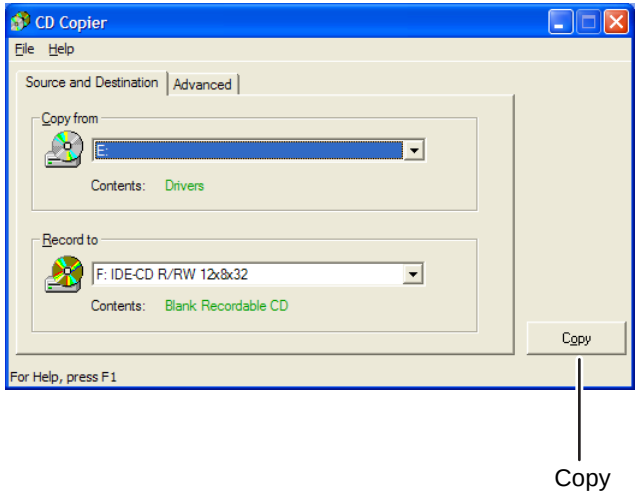
1. Insert the CD or DVD you want to copy into the recordable CD or DVD drive.
2. If a dialog box opens, click **Take no action**.
3. If a *CD Drive* dialog box opens, click **Create a CD using Roxio Easy CD Creator**, then click **OK**. The *Select a Project* window opens.

   - OR -

   If a dialog box does not open, click **Start**, **All Programs**, **Roxio Easy CD Creator**, then click **Project Selector**. The *Select a Project* window opens.



4 Move your pointer over **CD copier**, then click **CD copier**. The *CD Copier* window opens.



5 On the **Source and Destination** tab, click the arrow button to open the **Copy from** list, then click the recordable drive.

6 Click the arrow button to open the **Record to** list, then click the recordable drive.

7 Click **Copy**. CD Copier copies the information on the source CD or DVD to your hard drive, prompts you to insert the blank CD or DVD, then copies the information from the hard drive to the blank CD or DVD.

7 Customizing Your Computer

This chapter provides information about customizing your computer by changing settings in Windows. Read this chapter to learn how to:

- Change screen and display settings
- Change the background and screen saver
- Adjust the mouse settings
- Add, change, and switch user accounts in Windows XP
- Adjust power management settings

Adjusting the screen and desktop settings

You can adjust the computer display settings for brightness, contrast, and horizontal and vertical image position using the controls on the front of your computer display. For more information about these adjustments, see “Computer display” on page 26.

Adjusting the color depth and display area are two of the most basic display settings you may need to change. You can also adjust settings such as the display background and screen saver.

Adjusting the color depth

Color depth is the number of colors that can be displayed. Various image types require various color depths for optimum appearance. For example, simple color drawings may appear adequately in 256 colors while color photographs need millions of colors to be displayed with optimum quality.

Windows lets you choose from several color depth settings. We recommend that the 32-bit True Color setting be used at all times.

If the color in your images seems “false” or “jumpy,” especially after you have played a game or run a video-intensive program, check the color depth setting and return it to 32-bit True Color, if necessary.

To change the color depth:

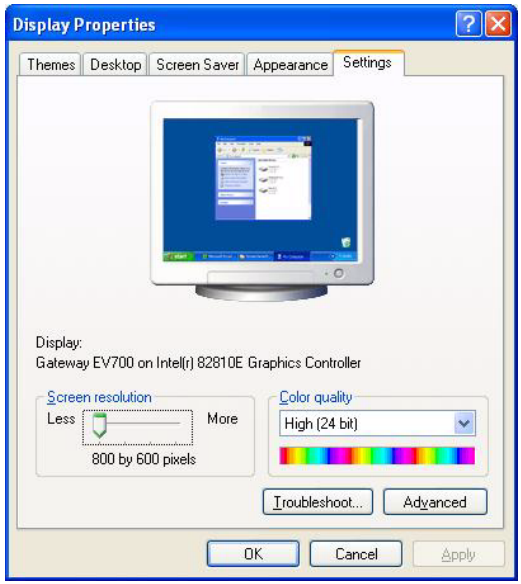
1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your control panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Settings** tab.



4 Click the arrow button to open the **Color quality** or **Colors** list, then click the color depth you want.

5 To save your changes in Windows XP, click **OK**, then click **Yes**.

- OR -

To save your changes in Windows 2000, click **OK**, then click **OK** again.

Help and Support

For more information about adjusting display settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **changing display settings** in the HelpSpot **Search** box Search , then click the arrow.

Adjusting the screen resolution

You can increase the screen resolution to fit more icons on your desktop, or you can decrease the resolution to make reading the display easier. The higher the resolution, the smaller individual components of the computer display (such as icons and menu bars) appear.

To adjust the screen resolution:

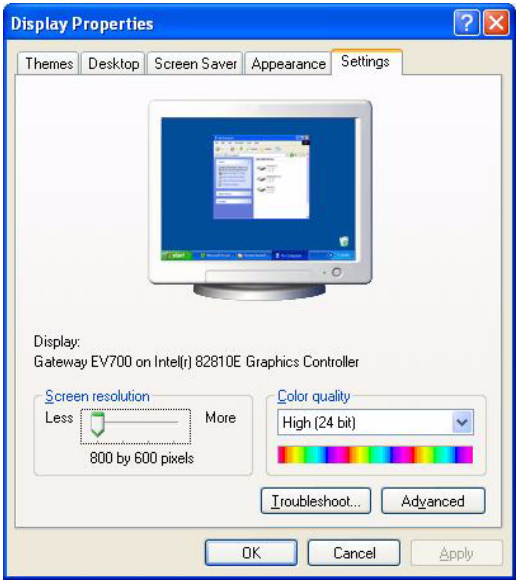
1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3. Click the **Settings** tab.



4 Drag the **Screen resolution** or **Screen area** slider to the size you prefer.

5 To save your changes in Windows XP, click **OK**, then click **Yes**.

- OR -

To save your changes in Windows 2000, click **OK**, then click **OK** again.

Help and Support

For more information about adjusting screen resolution in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **changing screen resolution** in the HelpSpot **Search** box Search , then click the arrow.

Changing the colors on your Windows desktop

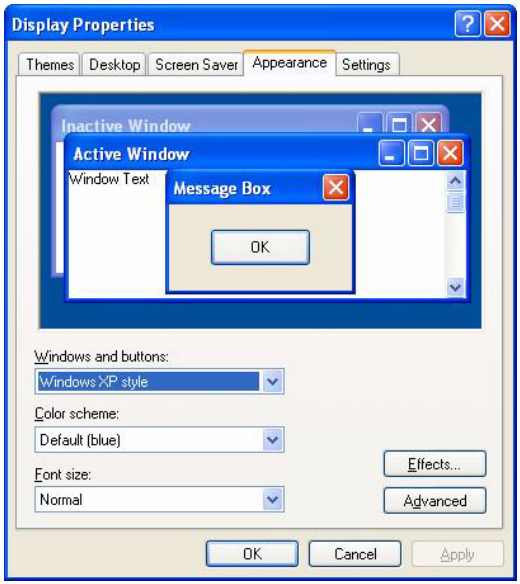
You can change the colors of Windows desktop items, such as the background color and dialog box title bars.

To change desktop colors in Windows XP:

1 Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

2 Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3 Click the **Appearance** tab.



4 Click the arrow button to open the **Color scheme** list, click the color scheme you want, then click **OK**. The new colors appear on your desktop.

- OR -

If you want to create a new color scheme as part of a desktop theme:

a Click **Advanced**. The *Advanced Appearance* dialog box opens.

b Click the arrow button to open the **Item** list, then click the item you want to change.

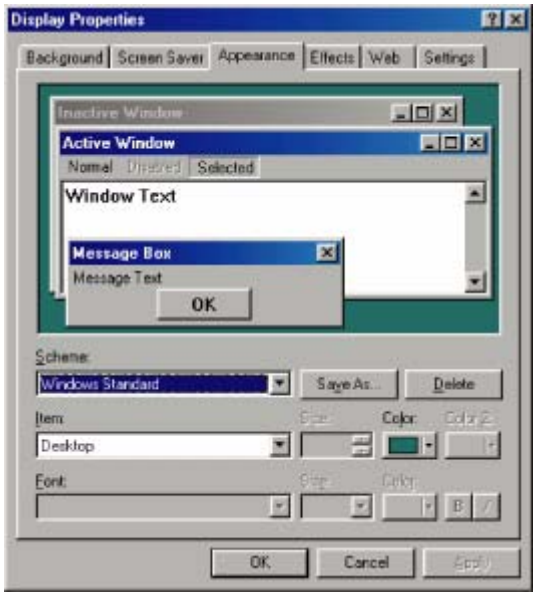
c Change the color or font settings for the item.

d Click **OK**, then click the **Themes** tab.

e Click **Save As**, type a name for the new theme, then click **OK** twice. The new colors appear on your desktop.

To change desktop colors in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel.** The *Control Panel* window opens.
2. Double-click the **Display** icon. The *Display Properties* dialog box opens.
3. Click the **Appearance** tab.



4. If you want to apply one of Windows' color schemes, click the arrow button to open the **Scheme** list, click the scheme you want, then click **OK**. The new scheme appears on your desktop.

   - OR -

   If you want to create a new color scheme:

   a. Click the arrow button to open the **Item** list, then click the item you want to change.

   b. Change the color or font settings for the item.

   c. Click **Save As**, type a name for the new scheme, then click **OK**.

   d. Click **OK** again. The new colors appear on your desktop.

Changing the desktop background

In Windows XP, you can change the Windows desktop background picture. Windows provides several backgrounds, or you can use pictures that you have created or retrieved from other sources.

In Windows 2000, you can change the Windows desktop background to a picture or an HTML document. Windows provides several background pictures. You can also use pictures or HTML documents that you have created or retrieved from other sources.

To change the desktop background in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.
2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.
3. Click the **Desktop** tab.

4. Click a background picture in the **Background** list.

   - OR -

   Click **Browse** to select a background picture from another location.

5 If you want the picture you chose to cover the entire computer display, click the arrow button to open the **Position** list, then click **Stretch** or **Tile**.

6 If the picture you chose does not cover the entire computer display and you did not choose to stretch or tile the image in Step 5, you can change the solid color behind the picture by clicking the arrow button to open the **Color** list, then clicking a color.

7 Click **OK**.

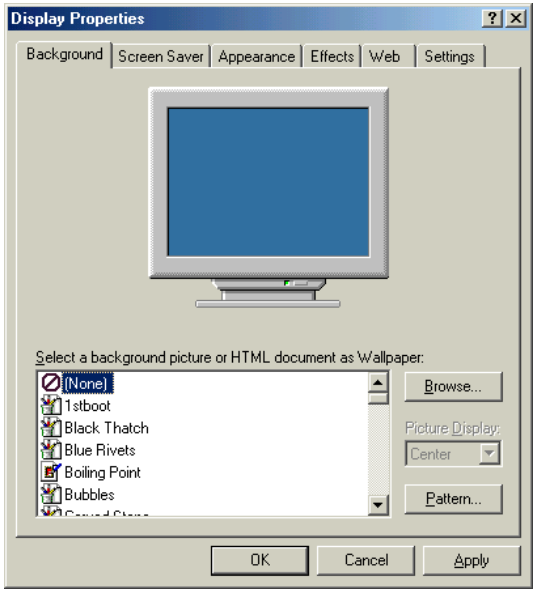
Help and Support

For more information about changing the desktop background in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **changing desktop background** in the HelpSpot **Search** box Search , then click the arrow.

To change the desktop background in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel.** The *Control Panel* window opens.
2. Double-click the **Display** icon. The *Display Properties* dialog box opens.
3. Click the **Background** tab.



4. Click a background picture in the **Select a background picture or HTML document as Wallpaper** list.

   - OR -

   Click **Browse** to select a background picture from another location.
5. If you want the picture you chose to cover the entire computer display, click the arrow button to open the **Picture Display** list, then click **Tile**.
6. If the picture you chose does not cover the entire computer display and you did not choose to tile the image in Step 5, you can change the solid color behind the picture by clicking **Pattern**, clicking a pattern in the **Pattern** list, then clicking **OK**.
7. Click **OK**.

Selecting a screen saver

You can use a screen saver to keep others from viewing your display while you are away from your computer. Windows supplies a variety of screen savers that you can choose from, and many more are available from the Internet and as commercial products.

To select a screen saver:

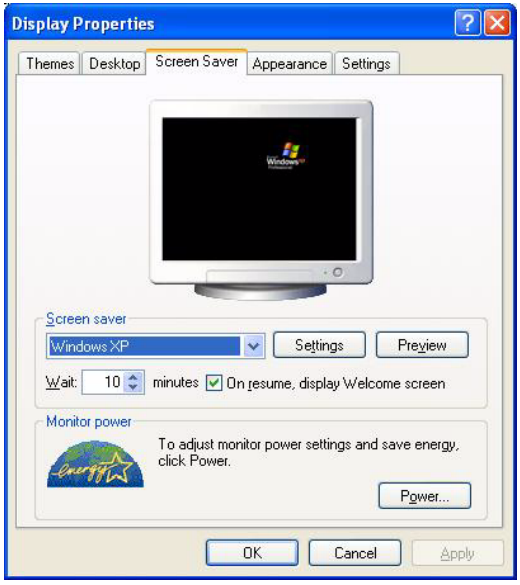
1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Appearance and Themes**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Display** icon. The *Display Properties* dialog box opens.

3. Click the **Screen Saver** tab.



4 Click the arrow button to open the **Screen Saver** list, then click the screen saver you want. Windows previews the screen saver.

5 If you want to customize the screen saver, click **Settings**, then make your changes. If the Settings button is not available, you cannot customize the screen saver you selected.

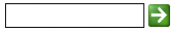
6 In Windows XP, if you want to display the Welcome (Login) screen whenever you exit the screen saver, click the **On resume, display Welcome screen** check box.

7 If you want to change the time before the screen saver is activated, click the up or down arrows next to the **Wait** box.

8 Click **OK**.

Help and Support

For more information about selecting a screen saver in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **screen savers** in the HelpSpot **Search** box 

, then click the arrow.

Changing the mouse settings

You can adjust the double-click speed, pointer speed, left-hand or right-hand configuration, and other mouse settings.

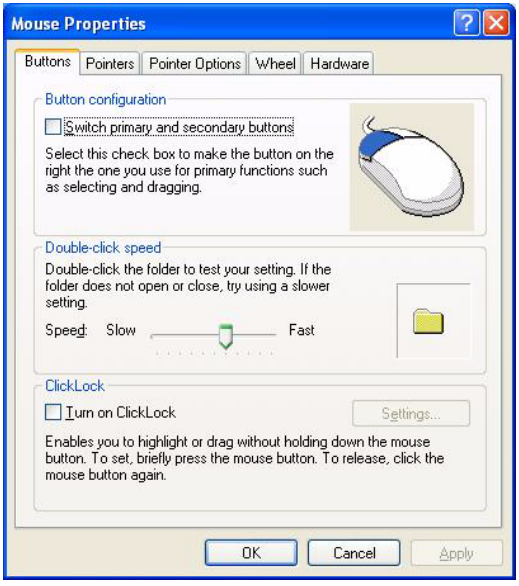
To change your mouse settings:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Mouse** icon. The *Mouse Properties* dialog box opens.


Mouse Properties
Buttons
Pointers
Pointer Options
Wheel
Hardware
Button configuration
Switch primary and secondary buttons
Select this check box to make the button on the right the one you use for primary functions such as selecting and dragging.
Double-click speed
Double-click the folder to test your setting. If the folder does not open or close, try using a slower setting.
Speed: Slow Fast
ClickLock
Turn on ClickLock
Settings...
Enables you to highlight or drag without holding down the mouse button. To set, briefly press the mouse button. To release, click the mouse button again.
OK
Cancel
Apply

3 Click one of the tabs to change your mouse settings.

4 Click **OK** to save changes.

Help and Support

For more information about changing mouse settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **mouse settings** in the HelpSpot **Search** box Search , then click the arrow.

Adding and modifying user accounts

In Windows XP, you can create and customize a user account for each person who uses your computer. You can also *switch* (change) user accounts without turning off your computer.

User account tips

- If you want to create an account for someone, but you do not want that user to have full access to your computer, be sure to make that account *limited*. Remember that limited accounts may not be able to install some older programs.
- If a program or peripheral device is installed in one account, it may not be available in other accounts. If this happens, install the program or device in the accounts that need it.
- Files created in one account are not accessible from other accounts unless the files are stored in the *Shared Documents* folder. The Shared Documents folder is accessible from all accounts on that computer and from other computers on the network.

To add, delete, or modify user accounts in Windows XP:

1. Click **Start**, then click **Control Panel**.
2. Click/Double-click the **User Accounts** icon. The *User Accounts* window opens.
3. Follow the on-screen instructions to add, delete, or modify a user account.

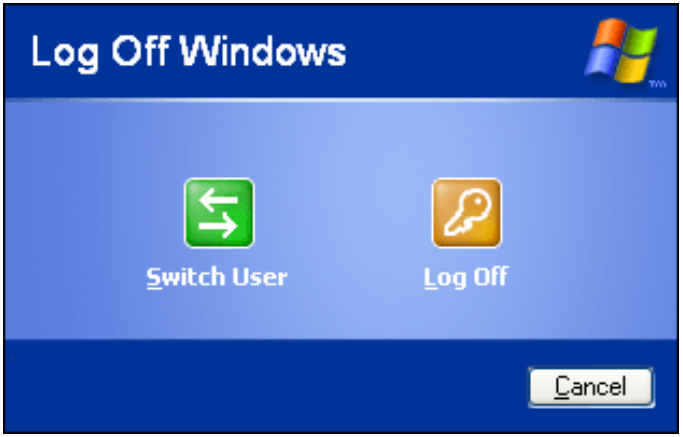
Help and Support

For more information about changing user accounts in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **user accounts** in the HelpSpot **Search** box Search , then click the arrow.

To switch user accounts in Windows XP:

1 Click **Start**, then click **Log Off**. The *Log Off Windows* dialog box opens.



2 Click **Switch User**. The Windows *Welcome* screen opens.

3 Click the user account that you want to use. When you switch between user accounts, any programs that were running for the previous user continue to run.

Power management

Computer equipment can account for a significant portion of energy use in the home and office environment. You may not want to shut down your computer each time you leave it, especially if you plan to be away for only a short time. Windows lets you use the following modes to conserve energy when the system is not in use:

- *Standby* — while your computer is in Standby mode, it switches to a low power state where devices, such as the computer display and drives, turn off and the entire system uses less power.

  Always save your work before using Standby mode. In Standby mode, your computer reduces or turns off the power to most devices except memory. However, the information in the memory is not saved to the hard drive. If power is interrupted, the information is lost.

- *Hibernate* — (also called *save to disk*) writes all current memory (RAM) information to the hard drive, then turns your computer completely off. The next time you turn on your computer, it reads the memory information from the hard drive and opens the programs and documents that were open when you activated Hibernate mode. For more information, see “Activating and using Hibernate mode” on page 136.

Using power saving modes

If your computer is…	…and you want to…	…then
On	Enter Standby mode	In Windows XP, click **Start**, **Turn off computer**, then click **Standby**. - OR - In Windows 2000, click **Start**, then click **Shut Down**. Click the arrow button to open the **What do you want your computer to do** list, then click **Stand by**. Click **OK**.
On	Enter Hibernate mode (must be activated)	In Windows XP, click **Start**, then click **Turn Off Computer**. Press and hold SHIFT, then click **Hibernate**. - OR - In Windows 2000, click **Start**, then click **Shut Down**. Click the arrow button to open the **What do you want your computer to do** list, then click **Hibernate**. Click **OK**.
In Standby mode	Exit Standby mode	Move the mouse or press a key on your keyboard.
In Hibernate mode	Exit Hibernate mode	Press the power button.

Changing power settings

You can change power management settings, such as the power button function and power-saving timers, by changing power settings in Windows. You can also adjust power schemes and adjust advanced power settings.

Power schemes (groups of power settings) let you change power saving options such as when the monitor or hard drive is automatically turned off. You can select one of the defined power schemes or create a custom power scheme.

Advanced power settings let you assign different power saving modes to the power button.

Changing the power scheme

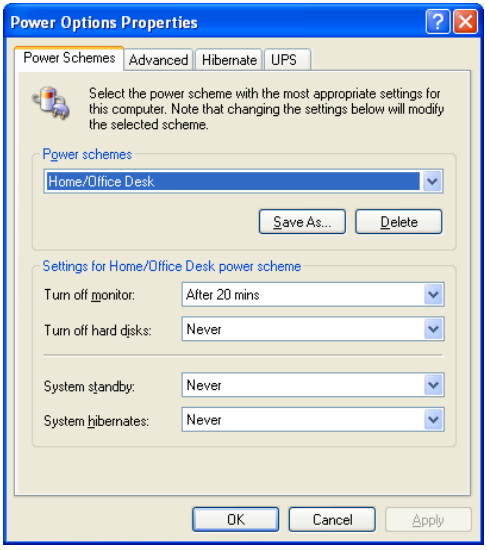
To change the power scheme:

1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.



3 Click the arrow button to open the **Power Schemes** list, then click the power scheme you want.

- OR -

Click an arrow button for the **System standby**, **Turn off monitor**, or **Turn off hard disks** timer, then click the time you want. To save your custom power scheme, click **Save As** and type a name for the scheme.

4 Click **OK**.

Help and Support

For more information about changing the power scheme in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **power scheme** in the HelpSpot **Search** box Search , then click the arrow.

Changing advanced power settings

To change advanced power management settings:

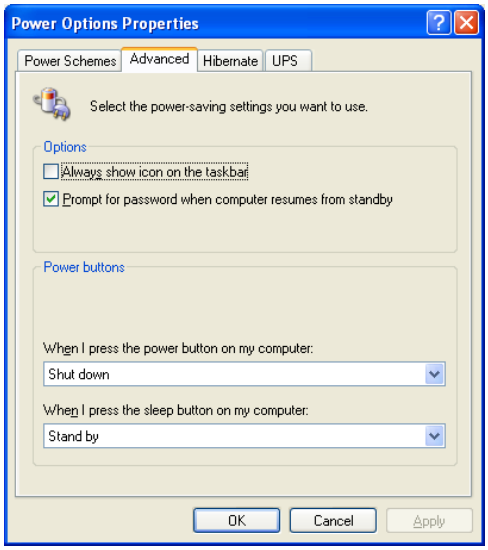
1 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

- OR -

In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2 Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3 Click the **Advanced** tab.



4 Click the arrow button to open a **Power buttons** list, then click the power setting mode you want to use.

5 Click **OK**.

Help and Support

For more information about changing the power management settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **power management** in the HelpSpot **Search** box Search , then click the arrow.

Activating and using Hibernate mode

To activate Hibernate mode:

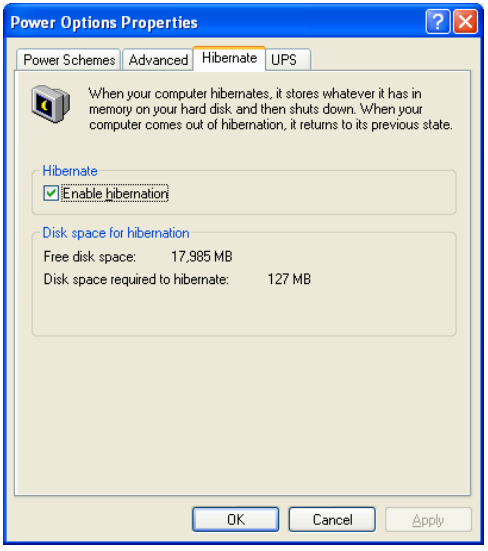
1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3. Click the **Hibernate** tab.


Power Options Properties
Power Schemes
Advanced
Hibernate
UPS
When your computer hibernates, it stores whatever it has in memory on your hard disk and then shuts down. When your computer comes out of hibernation, it returns to its previous state.
Hibernate
Enable hibernation
Disk space for hibernation
Free disk space: 17,985 MB
Disk space required to hibernate: 127 MB
OK
Cancel
Apply

4. Click the **Enable hibernation** check box, then click **Apply**. Hibernate mode is now an option you can select in the Power Schemes and Advanced tabs and in the *Turn Off Computer* or *Shut Down Windows* dialog box.

5. Click **OK**.

To use Hibernate mode:

- As an automatic power savings mode:

  Open the *Power Options Properties* dialog box, then click the **Power Schemes** tab. Click the arrow button to open a **System hibernates** list, then click the time you want to use.

  -OR-

  Open the *Power Options Properties* dialog box, then click the **Advanced** tab. Hibernate is now an option in the **Power buttons** lists.

- As a manually-selected power savings mode:

  In Windows XP, click **Start**, then click **Turn Off Computer**. Press and hold **SHIFT**, then click **Hibernate**.

  -OR-

  In Windows 2000, click **Start**, then click **Shut Down**. Click the arrow button to open the **What do you want your computer to do** list, then click **Hibernate**. Click **OK**.

Help and Support

For more information about using Hibernate mode in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **hibernate** in the HelpSpot **Search** box Search , then click the arrow.

Setting up an uninterruptible power supply

To install an uninterruptible power supply (UPS):

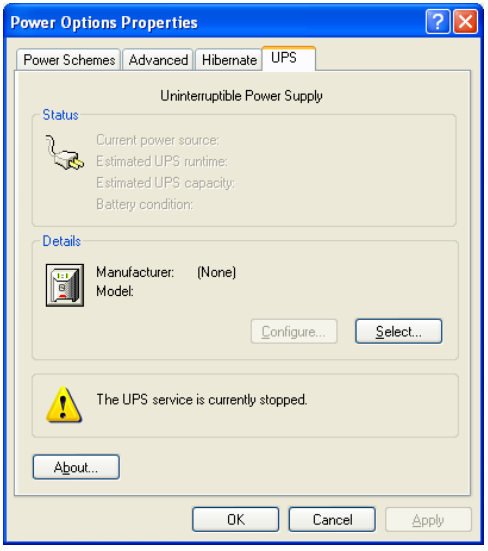
1. In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Performance and Maintenance**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2. Click/Double-click the **Power Options** or **Power Management** icon. The *Power Options Properties* dialog box opens.

3. Click the **UPS** tab.



4 Click **Select**. The *UPS Selection* dialog box opens.

5 Click the manufacturer and model of the UPS device.

6 Click the serial port where the UPS device is attached.

7 Click **Finish**, then click **OK**.

Help and Support

For more information about setting up an uninterruptable power supply in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **uninterruptable power supply** in the HelpSpot **Search** box Search , then click the arrow.

Networking Your Computer

8

Connecting your home, small office, or home office computers lets you share drives, printers, and a single Internet connection among the connected computers.

Read this chapter to learn about:

- Benefits of using a network in your home, small office, or home office
- Types of network connections
- Purchasing additional network equipment

Benefits of networking

A network lets you:

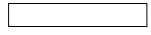
- Share a single Internet connection
- Share computer drives
- Share peripheral devices
- Stream audio and video files
- Play multi-player games

Sharing a single Internet connection

Each computer that is connected to the network can share the same broadband connection or modem and telephone line and access the Internet at the same time. This saves on the cost of installing another telephone line for your second computer and paying for a second Internet service provider (ISP) account.

Help and Support

For more information about sharing an Internet connection in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **internet sharing** in the HelpSpot **Search** box 

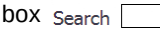
, then click the arrow.

Sharing drives

With a network, you can copy files from computer to computer by copying and pasting or dragging and dropping. You will no longer waste your time transferring files by using diskettes. In addition, you can *map* a drive on a networked computer to another computer, and access the files as if they were located on the hard drive of the computer you are using.

Help and Support

For more information about sharing network drives in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sharing network drives** in the HelpSpot **Search** box 

, then click the arrow.

Sharing peripheral devices

Each computer that is connected to the network can share the same peripheral devices, such as a printer. Select print from the computer you are currently using and your file is automatically printed on your printer no matter where it is located on your network.

Help and Support

For more information about sharing network devices in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sharing** in the HelpSpot **Search** box Search , then click the arrow.

Streaming audio and video files

With a network, you can store audio files (such as the popular .MP3 files) and video files on any networked computer, then play them on any of the other computers or devices connected to your network. This process is called *streaming*.

Help and Support

For more information about streaming files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **streaming** in the HelpSpot **Search** box Search , then click the arrow.

Playing multi-player games

With a home network, you can play multi-player games. Load a game like *Microsoft Midtown Madness 2* on your computers, and in minutes, you and your friends can race in competing cars through the streets of San Francisco.

Help and Support

For more information about playing multi-player games in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **games** or **network games** in the HelpSpot **Search** box Search , then click the arrow.

Selecting a network connection

The biggest decision you need to make when creating your network is what type of connection you will use. Gateway supports both wired and wireless Ethernet networks. Use the following criteria as a guide when selecting a network connection.

Wired Ethernet network

Create a wired Ethernet network if:

- You are building a new home or your existing home already has Ethernet cable installed in each room that has a device you want to connect
- You are creating a network in an office or business where network speed is more important than moving about with your computer
- Your computer has an Ethernet jack for connecting to the network

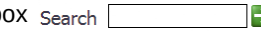
Wireless Ethernet network

Create a wireless Ethernet (IEEE 802.11a, IEEE 802.11b, or IEEE 802.11g) network if:

- You are looking for an alternative to installing cable for connectivity
- The ability to move about with your computer is as important as network speed
- Your computer has wireless Ethernet for networking

Help and Support

For more information about selecting network connections in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **networks** or **network types** in the HelpSpot **Search** box 

, then click the arrow.

Using a wired Ethernet network

A wired Ethernet network consists of two or more computers connected together through an Ethernet cable. This connection type is commonly used in offices around the world and can be used to build computer networks in the home.

Ethernet, Fast Ethernet, or Gigabit Ethernet

Ethernet is available at three different speeds. Standard Ethernet runs at 10 Mbps, Fast Ethernet runs at 100 Mbps, and Gigabit Ethernet runs at 1000 Mbps. Most home networks are built using Standard or Fast Ethernet components. Business networks are typically built using Fast or Gigabit Ethernet components.

To create a wired Ethernet network, you or your electrician must:

- Install special Ethernet cables in your home or office

Important

Check local code requirements before installing Ethernet cable or other wiring in your home or office. Your municipality may require you to obtain a permit and hire a licensed installer.

- Install an Ethernet card in each of your desktop computers (if your computers do not already have built-in Ethernet jacks)
- Install an Ethernet PC Card in each of your notebooks (if your notebooks do not already have built-in Ethernet jacks)
- Install an Ethernet *router*, *switch*, or *hub*

Tips & Tricks

If you are connecting just two computers, you can eliminate the router, switch, or hub and use a special *crossover* cable.

Example wired Ethernet network

The following is an example of a wired Ethernet network. The network is made up of a router, a cable or DSL modem, your computers, and cables connecting each of these components. The router is the central control point for the network. Attached to the router are all of your computers or Ethernet-ready devices. Also connected to the router is a cable or DSL modem that provides access to the Internet.

Tips & Tricks

To add the ability to access a wireless Ethernet network to your wired Ethernet network, connect an access point to the router, switch, or hub. For more information about accessing a wireless Ethernet, see “Using a wireless Ethernet network” on page 148.

Equipment you need for a wired Ethernet network

For a wired Ethernet network you need:

- An Ethernet jack on each desktop and notebook computer.

  - OR -

  An Ethernet card installed in each desktop computer.

  - OR -

  An Ethernet PC Card installed in each notebook.

- An Ethernet router. Select a router that gives you the following features:
  - A jack for connecting to a cable or DSL modem.
  - The ability to assign IP addresses to your networked computers dynamically. This prevents intruders from seeing the computers over the Internet.
  - A built-in *firewall* to protect the computers on your network from intruders trying to access your data over the Internet.
  - Built-in switching (with enough ports for all computers and devices on the network) so you will not have to purchase a hub or switch.
- If you did not purchase a router that includes built-in switching or if the router does not have enough ports to attach all your computers, an Ethernet hub or switch with enough ports for all computers and devices in the network.
- Ethernet cable going from each computer to the router, hub, or switch.

Important

For best results, all Ethernet components should be either standard Ethernet (10 Mbps), Fast Ethernet (100 Mbps or 10/100), or Gigabit Ethernet (1000 Mbps or 10/100/1000). A mixture of components rated at different speeds will result in your network running at the speed of the slowest rated component.

Using a wireless Ethernet network

A wireless Ethernet network is ideal for creating a home or office network or adding mobility to an existing wired Ethernet.

Three type of wireless Ethernet are available. 802.11a and 802.11g wireless Ethernet runs at speeds up to 54 Mbps, or about half the speed of Fast Ethernet. 802.11b wireless Ethernet runs at speeds up to 11 Mbps, or approximately the same speed as standard wired Ethernet. This type of network allows you the freedom to move about your home or office with your notebook and move computers to different locations without adding or moving network cables.

Important

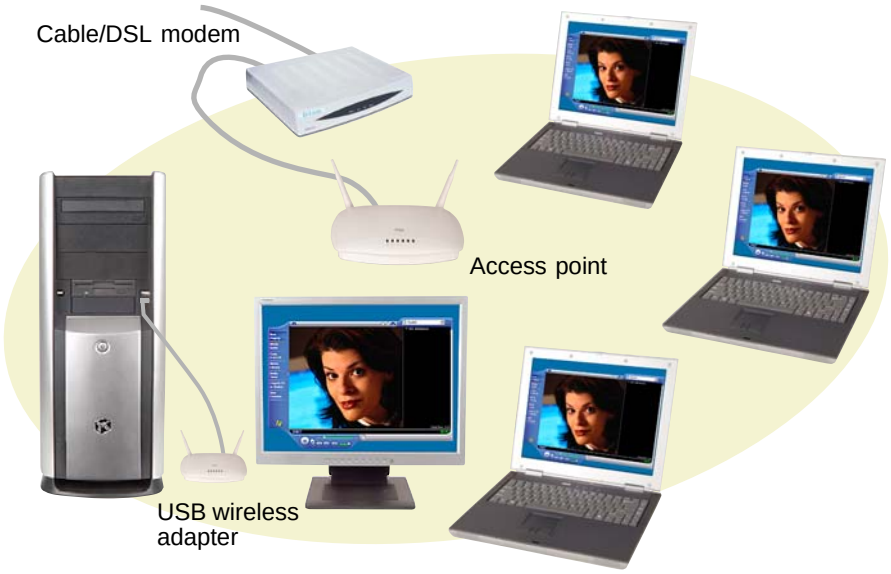
The speed of a wireless network is related to signal strength. Signal strength is affected by the distance between your wireless network devices, by radio interference, and by interference from natural obstructions such as walls, floors, and doors.

The two most common types of wireless Ethernet networks are access point and peer-to-peer.

Example access point wireless Ethernet network

By using an *access point*, you can join a wireless Ethernet network and access a wired Ethernet network. An access point also lets you access the Internet.

The following is an example of an access point wireless Ethernet network. The network is made up of an access point, a cable or DSL modem, and your computers. The access point is the central control point for the network. Attached to the access point is the cable or DSL modem that provides access to the Internet. Each of the computers or Ethernet-ready devices communicate with the access point using radio waves. If your computer does not have built-in wireless Ethernet capabilities, you need to add a wireless PCI card (desktop), PC card (notebook), or USB adapter.



Tips & Tricks

If you want to access a wireless Ethernet network from your wired Ethernet network, connect an access point to the router, switch, or hub. For more information about accessing a wired Ethernet, see “Using a wired Ethernet network” on page 145.

Equipment you need for an access point wireless Ethernet network

For an access point wireless Ethernet network you need:

- A wireless Ethernet PCI card installed in each desktop computer

  - OR -

  A wireless Ethernet USB adapter attached to each desktop computer

  - OR -

  A notebook or other computer with wireless Ethernet built-in

  - OR -

  A wireless Ethernet PC Card installed in each notebook that does not have wireless Ethernet built-in

- A wireless Ethernet access point to connect your wireless Ethernet network to the Internet or a wired Ethernet network

Important

IEEE 802.11a and IEEE 802.11b or IEEE 802.11g use different radio frequencies. All wireless Ethernet components should use the same frequency. Some wireless devices can broadcast and receive signals on both frequencies. A combination of IEEE 802.11a and IEEE 802.11b or IEEE 802.11g components will not work.

Example peer-to-peer wireless Ethernet network

Use a peer-to-peer (also known as ad hoc) wireless Ethernet network if you are setting up or joining a temporary computer-to-computer network. This type of network does not include access into a wired network or the Internet. You can create this type of network to quickly move files from one computer to another.

Equipment you need for a peer-to-peer wireless Ethernet network

For a peer-to-peer wireless Ethernet network you need:

- A wireless Ethernet PCI card installed in each desktop computer

  - OR -

  A wireless Ethernet USB adapter attached to each desktop computer

  - OR -

  A notebook or other computer with wireless Ethernet built-in

  - OR -

  A wireless Ethernet PC Card installed in each notebook that does not have wireless Ethernet built-in

For more information

For more information about purchasing equipment for your home or office Ethernet network, discuss your particular needs with your Gateway store representative. In addition, several books and Internet sites are dedicated to networking. See these sources for more information about networking your home or office with wired or wireless Ethernet.

Help and Support

For more information about networking in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **networking** in the HelpSpot **Search** box Search , then click the arrow.

Using your computer on a network

Installing and configuring your computer for Ethernet networking

A guide in .PDF format has been included on your hard drive that provides instructions for installing and configuring both wired and wireless Ethernet networking on your computer. To access this guide, click **Start**, **All Programs**, then click **Gateway Documentation** or view networking guides at the Gateway eSupport Web site at support.gateway.com.

Turning your wireless Ethernet on or off

To turn wireless Ethernet on or off in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Network and Internet Connections**. The *Network and Internet Connections* window opens.
2. Click/Double-click **Network Connections**. The *Network Connections* window opens.
3. Right-click **Wireless Network Connection**, then click **Enable** to turn on wireless Ethernet or click **Disable** to turn off wireless Ethernet.

To turn wireless Ethernet on or off in Windows 2000 using the Intel Client Manager:

1. Click **Start**, **Programs**, **Intel Network Adapters**, then click **Intel PROSet**.
2. Click **PRO/Wireless LAN 7100 3B Mini PCI Adapter**.
3. Click the **General** tab.
4. Click **Switch radio On** to turn on wireless Ethernet or click **Switch radio Off** to turn off wireless Ethernet.

9 Moving from Your Old Computer

If your new computer is replacing an old computer, you may have personal data files, Internet settings, a printer or other peripheral devices, and other unique computer settings that you want to move from your old computer to your new one. Read this chapter to learn about:

- Using the Windows XP Files and Settings Transfer Wizard
- Transferring Files
- Transferring Internet Settings
- Installing your old printer or scanner
- Installing your old programs

Using the Windows XP Files and Settings Transfer Wizard

If your new computer is running Windows XP, you can move your data files and personal settings, such as display, Internet, and e-mail settings, from your old computer to your new one by using the Files and Settings Transfer Wizard. The wizard also moves specific files or entire folders, such as My Documents, My Pictures, and Favorites.

To open the Files and Settings Transfer Wizard:

- Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Files and Settings Transfer Wizard**.

Help and Support

For more information about using the Files and Settings Transfer Wizard in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **using transfer wizard** in the HelpSpot **Search** box Search , then click the arrow.

Transferring files

You can manually transfer your personal data files by copying them to removable media, such as a diskette, writable CD or DVD, or Zip disk, or by using a home network. For more information, see “Using a recordable drive” on page 101 or “Networking Your Computer” on page 141

Finding your files

Many programs automatically save your personal data files in the My Documents folder. Look in your old computer’s My Documents folder for personal data files. Use Windows Find or Search to locate other personal data files. For more information, see “To find files using Find or Search:” on page 158, or see “Searching for files” on page 56.

To find files in the My Documents folder:

1. In Windows XP, click **Start**, then click **My Documents**. The *My Documents* window opens and displays many of your saved personal data files. Go to Step 4.

   - OR -

   In Windows 98, Windows Me, or Windows 2000, double-click the **My Computer** icon on the desktop. Go to the next step.

2. Double-click the **C:** drive icon.
3. Double-click the **My Documents** folder. The *My Documents* window opens and displays many of your saved personal data files.
4. Copy your personal data files to removable media or to another computer on your network.

You can often identify different data file types by looking at the file's *extension* (the part of the file name following the last period). For example, a document file might have a .DOC extension and a spreadsheet file might have an .XLS extension.

File type	File usually ends in...
Documents	.DOC, .TXT, .RTF, .HTM, .HTML, .DOT
Spreadsheets	.XLS, .XLT, .TXT
Pictures	.JPG, .BMP, .GIF, .PDF, .PCT, .TIF, .PNG, .EPS
Movies	.MPEG, .MPG, .AVI, .GIF, .MOV
Sound and Music	.WAV, .CDA, .MP3, .MID, .MIDI, .WMA

To find files using Find or Search:

1. In Windows XP, click **Start**, then click **Search**. The *Search Results* window opens.

   - OR -

   In Windows 98, Windows Me, or Windows 2000, click **Start**, **Find** or **Search**, then click **For Files or Folders**. The *Search Results* window opens.

2. Use Windows Find or Search to locate data files by file name or file type. For help on finding files, click **Help**, then click **Help and Support Center** or **Help Topics.** For more information, see "Searching for files" on page 56.

Help and Support

For more information about finding files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **searching for files** in the HelpSpot **Search** box Search , click the arrow, then click the **Full-text Search Matches** button.

Transferring Internet settings

You can use different methods to transfer your Internet account from your old computer to your new one.

Setting up your ISP

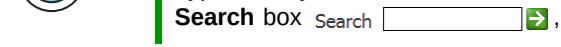
- If your current Internet service provider (ISP) software came preinstalled on your new computer, run that setup program. If it asks to set up a new account or an existing one, choose to set up an existing account.
- If your current ISP software is not preinstalled on your new computer, locate the original Internet setup program provided by your local ISP, or contact your ISP to see if they have an updated version of their software, and install it on your new computer.
- If you use MSN as your ISP, or if you know your ISP settings, use the Windows Internet Connection Wizard.

To use the Internet Connection Wizard:

1. Click **Start**, **All Programs**, **Accessories**, **Communications**, then click **New Connection Wizard**. The New Connection wizard opens.
2. Configure your Internet settings by following the on-screen instructions.

Help and Support

For more information about setting up an Internet connection in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Internet connection** in the HelpSpot **Search** box 

, then click the arrow.

Transferring your e-mail and address book

See your old e-mail program's online help for information on *exporting* and *importing* e-mail messages and the address book. You can often export all of your old e-mail messages or address book to a diskette, then import them from the diskette into your new computer's e-mail program. You may also want to consider printing the old information or using your old computer to send the e-mail messages to yourself, then using your new computer to retrieve the e-mail messages.

Transferring your Internet shortcuts

You can export and import your old Netscape Navigator bookmarks or Microsoft Internet Explorer favorites. For more information, see your Internet browser program's online help.

Installing your old printer or scanner

Windows may have built-in support for older printers, scanners, or other peripheral devices. This means you do not need any additional software. Newer devices, however, usually require your original software installation CDs or diskettes.

If you have trouble after you install the software for your old devices, you can use System Restore to restore your computer's previous settings.

Help and Support

For information about restoring your computer's previous settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the HelpSpot **Search** box Search , then click the arrow.

Installing a USB printer or scanner

USB devices may have special installation instructions. See your USB device's installation guide.

Installing a parallel port printer

You can usually install parallel port printers by following these steps.

To install your old printer:

1. Shut down and turn off your computer.
2. Connect your parallel port printer.
3. Turn on your printer, then turn on your computer.

4 If Windows detects your printer, install your printer by following the on-screen instructions. You are finished.

- OR -

If Windows does not detect the printer, go to the next step.

5 In Windows XP, click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.

- OR -

In Windows 2000, click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

6 Click/Double-click the **Printers and Faxes** or **Printers** icon, then click **Add a printer** or **Add Printer**. The Add Printer wizard opens.

7 Install your printer by following the on-screen instructions.

Help and Support

For more information about installing a printer in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing a printer** in the HelpSpot **Search** box Search , then click the arrow.

See your peripheral device's user guide for installation information and tips. Because most installation software is periodically updated, you should also check the manufacturer's Web site for software updates.

Installing your old programs

You probably use some programs that did not come installed on your new computer, such as personal finance software, graphics programs, or games.

Spend some time going through your old computer's Start and Programs menus, making note of any programs you want to install on your new computer. Locate your original program installation CDs and installation guides. Your original CDs and guides should contain any serial numbers or product ID keys that may be required for program installation and registration. Remember to check the publisher's Web site for important program updates.

Tips & Tricks

If your new computer comes with a newer version of a program, it is usually better to use the newer version than to reinstall the old one.

If you have trouble after installing your old programs, you can restore your computer's previous settings using System Restore.

Help and Support

For more information about restoring your computer's previous settings in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the HelpSpot **Search** box Search , then click the arrow.

10 Maintaining Your Computer

This chapter provides basic information about maintaining your computer hardware and software. Read this chapter to learn how to:

- Care for your computer
- Create an emergency startup diskette
- Protect your computer from viruses
- Manage hard drive space
- Back up files
- Clean your computer

Caring for your computer

To extend the life of your system:

- Be careful not to bump or drop your computer, and do not put any objects on top of it. The case, although strong, is not made to support extra weight.
- When transporting your computer, we recommend that you put it in the original packaging materials.
- Keep diskettes and your computer away from magnetic fields. Magnetic fields can erase data on both diskettes and hard drives.
- Avoid subjecting your computer to extreme temperature changes. The case can become brittle and easy to break in cold temperatures and can melt or warp in high temperatures. Damage due to either extreme is not covered by your warranty. As a general rule, your computer is safest at temperatures that are comfortable for you.
- Keep all liquids away from your computer. When spilled onto computer components, almost any liquid can result in extremely expensive repairs that are not covered under your warranty.
- Avoid dusty or dirty work environments. Dust and dirt can clog the internal mechanisms.

Use the following table to set up a regular maintenance schedule.

Maintenance task	Immediately after purchase	Monthly	When needed	See...
Create an emergency diskette	X			page 168
Check for viruses		X	X	page 170
Manage hard drive space			X	page 173
Clean up hard drives		X	X	page 174
Scan hard drive for errors		X	X	page 175
Defragment hard drive		X	X	page 177
Back up files		X	X	page 179
Clean computer case			X	page 181
Clean keyboard			X	page 182

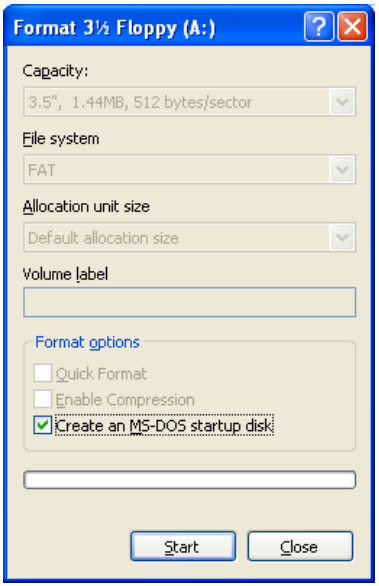
Maintenance task	Immediately after purchase	Monthly	When needed	See...
Clean computer display			X	page 182
Clean mouse			X	page 182

Creating an emergency startup diskette

An *emergency startup diskette* is a diskette that contains critical information that you need to start your computer if Windows fails to start. You should create a startup diskette as soon as you get your computer.

To create an emergency startup diskette in Windows XP:

1. Insert a blank diskette labeled **Startup** into the diskette drive.
2. Click **Start**, then click **My Computer**. The *My Computer* window opens.
3. Right-click **3½ Floppy (A:)**, then click **Format**. The *Format 3½ Floppy (A:)* dialog box opens.

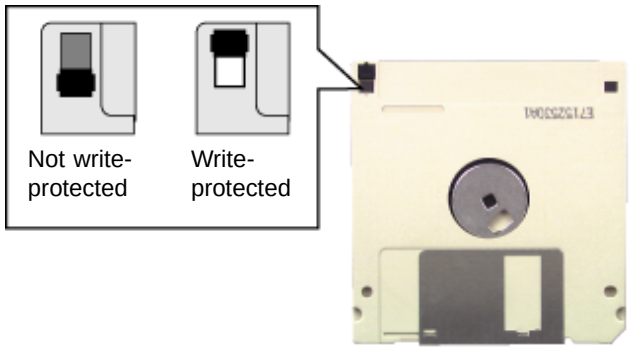


4 Click to select the **Create an MS-DOS startup disk** check box, then click **Start**. A message warns you that any information on the diskette will be erased.

5 When you see the warning message, click **OK**. Windows copies files to the emergency startup diskette.

6 When Windows finishes copying files, remove the diskette from the diskette drive.

7 Slide the write-protect tab up to prevent the diskette from being erased or infected by viruses.



8 Store your emergency startup diskette in a safe place with your other backup software media.

Protecting your computer from viruses

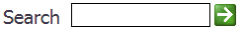
A *virus* is a program that attaches itself to a file on a computer, then spreads from one computer to another. Viruses can damage data or cause your computer to malfunction. Some viruses go undetected for a period of time because they are activated on a certain date.

Protect your computer from a virus by:

- Using the Norton® AntiVirus program to check files and programs that are on diskettes, attached to e-mail messages, or downloaded from the Internet.
- Checking all programs for viruses before installing them.
- Disabling macros on suspicious Microsoft Word and Excel files. These programs will warn you if a document that you are opening contains a macro that might have a virus.
- Periodically updating the Norton AntiVirus program to protect against the latest viruses.

Help and Support

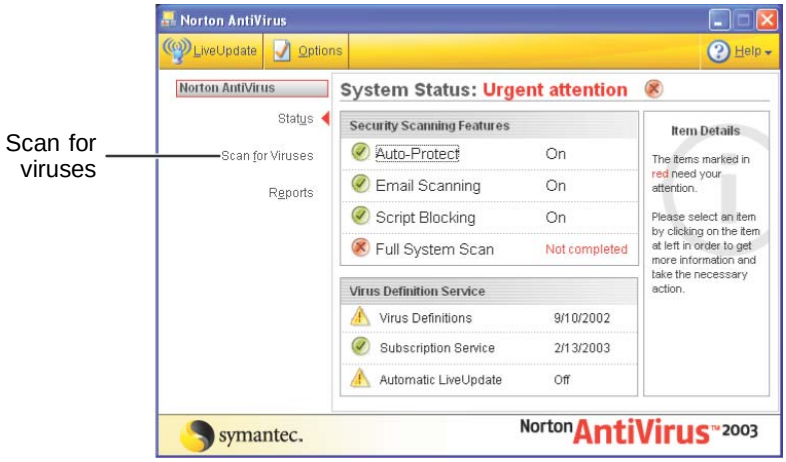
For more information about protecting your computer against viruses in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **viruses** in the HelpSpot **Search** box 

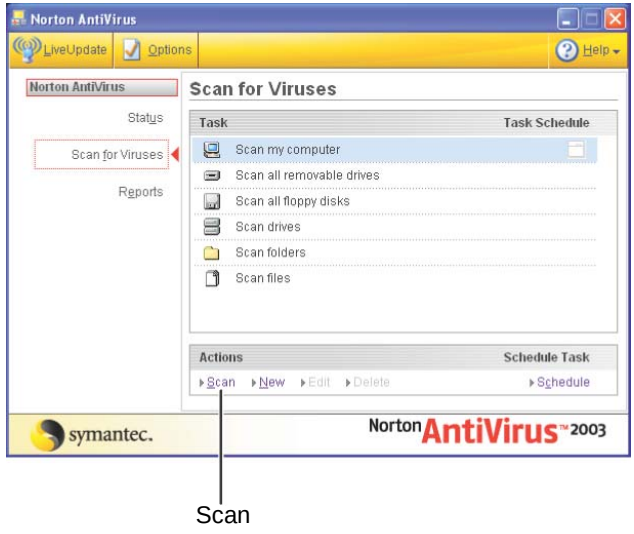
, then click the arrow.

To scan for viruses:

1 Click **Start**, **All Programs**, **Norton AntiVirus**, then click **Norton AntiVirus 2003**. Norton AntiVirus opens.



2 Click **Scan for Viruses**.



3 Click the type of scan you want to make in the Scan for Viruses area, then under Actions, click **Scan**.

To remove a virus:

1. If Norton AntiVirus finds a virus, follow all on-screen instructions to remove the virus.
2. Turn off your computer and leave it off for at least 30 seconds.
3. Turn on your computer and rescan for the virus.

To update Norton AntiVirus:

1. Make sure that you are connected to the Internet.
2. Click **Start**, **All Programs**, **Norton AntiVirus**, then click **LiveUpdate - Norton AntiVirus**. The LiveUpdate wizard opens.
3. Follow the on-screen instructions to update your Norton AntiVirus program with the latest virus protection files.
4. When the program has finished, click **Finish**.

Managing hard drive space

Windows provides several utilities you can use to manage your hard drive.

Checking hard drive space

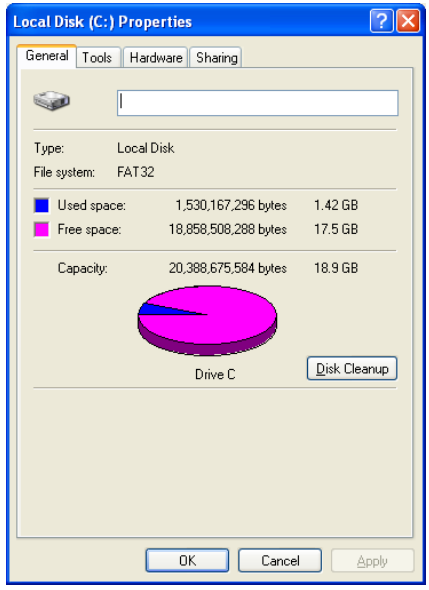
To check hard drive space:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the drive that you want to check for available file space, then click **Properties**. Drive space information appears.



Using Disk Cleanup

Delete unnecessary files, such as temporary Windows files, to free hard drive space.

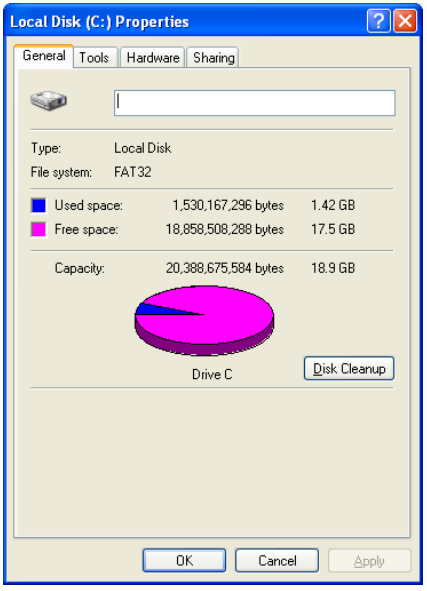
To use the WindowsDisk Cleanup program:

1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the hard drive that you want to delete files from, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens at the General tab.



3 Click **Disk Cleanup**. The *Disk Cleanup* dialog box opens.

4 Make sure that the check box beside each file type you want to delete is selected. For more information about file types you can delete, read the descriptions in the *Disk Cleanup* dialog box.

5 Click **OK**, then click **Yes**.

Help and Support

For more information about keeping the hard drive space free of unnecessary files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **disk cleanup** in the HelpSpot **Search** box Search , then click the arrow.

Checking the hard drive for errors

The Error-checking program examines the hard drive for physical flaws and file and folder problems. This program corrects file and folder problems and marks flawed areas on the hard drive so Windows does not use them.

If you use your computer several hours every day, you probably want to run Error-checking once a week. If you use your computer less frequently, once a month may be adequate. Also use Error-checking if you encounter hard drive problems.

To check the hard drive for errors:

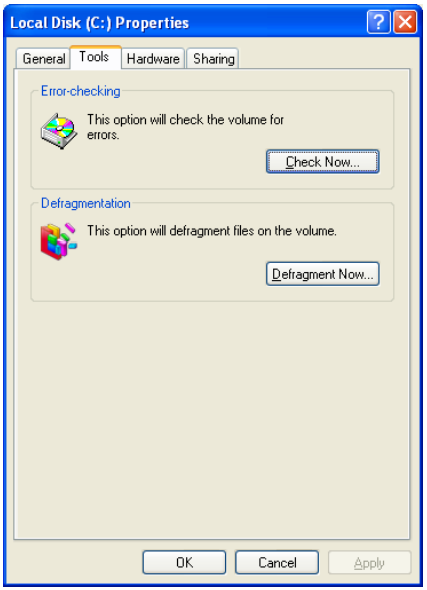
1 In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

- OR -

In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2 Right-click the hard drive that you want to check for errors, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.



4 Click **Check Now.**

5 Click the options you want to use, then click **Start**. For help, press **F1**. Windows checks the drive for errors. This process may take several minutes. After Windows has finished checking the drive for errors, it provides a summary of the problems that it found.

6 Correct any problems that are found by following the on-screen instructions.

7 Click **OK**.

Help and Support

For more information about checking the hard drive for errors in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **checking for disk errors** in the HelpSpot **Search** box Search , then click the arrow.

Defragmenting the hard drive

When working with files, sometimes Windows divides the file information into pieces and stores them in different places on the hard drive. This is called *fragmentation*, and it is normal. In order for your computer to use a file, Windows must search for the pieces of the file and put them back together. This process slows the hard drive performance.

The Disk Defragmenter program organizes the data on the drive so each file is stored as one unit rather than as multiple pieces scattered across different areas of the drive. Defragmenting the information stored on the drive can improve hard drive performance.

While the Disk Defragmenter program is running, do not use your keyboard or mouse because using them may continuously stop and restart the defragmenting process. Also, if you are connected to a network, log off before starting Disk Defragmenter. Network communication may stop the defragmentation process and cause it to start over.

To defragment the hard drive:

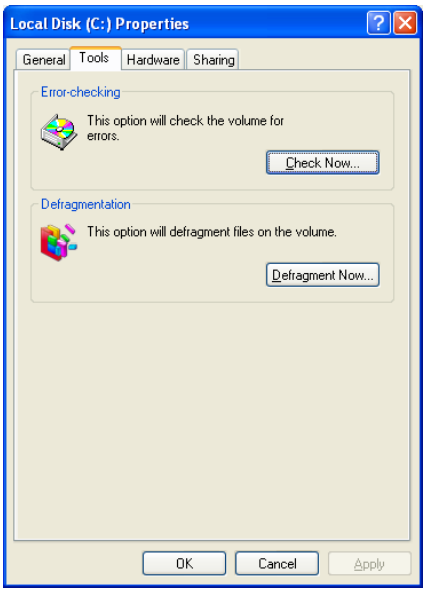
1. In Windows XP, click **Start**, then click **My Computer**. The *My Computer* window opens.

   - OR -

   In Windows 2000, double-click the **My Computer** icon. The *My Computer* window opens.

2. Right-click the hard drive that you want to defragment, for example Local Disk (C:), then click **Properties**. The *Properties* dialog box opens.

3 Click the **Tools** tab.



4 Click **Defragment Now**.

5 If Disk Defragmenter does not start automatically, click **Defragment** or **Start**.

Disk Defragmenter shows its progress on the computer display. When finished, Disk Defragmenter asks if you want to quit the program.

6 Click **Close** or **Yes**, then click the **X** in the top-right corner to close the *Disk Defragmenter* window.

Help and Support

For more information about defragmenting the hard drive in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **defragmenting** in the HelpSpot **Search** box Search , then click the arrow.

Backing up files

Backing up files and removing them from the hard drive frees space for new files on the hard drive. It also protects you from losing important information if the hard drive fails or you accidentally delete files.

You should back up your files regularly to a writable CD or DVD (if you have a recordable drive) or to diskettes. Use a backup device, such as a recordable drive or Zip drive, to do a complete hard drive backup. For more information, see “Using a recordable drive” on page 101. If you do not have a high-capacity backup device and you want to purchase one, you can contact Gateway’s Add-on Sales department or visit the Accessories Store at accessories.gateway.com.

Help and Support

For more information about backing up files in Windows XP, click **Start**, then click **Help and Support**.

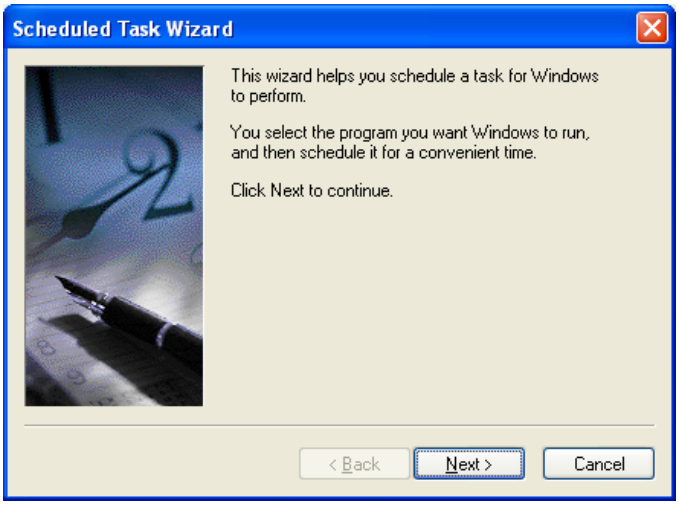
Type the keyword **saving files** in the HelpSpot **Search** box Search , then click the arrow.

Using the Scheduled Task Wizard

The Scheduled Task Wizard lets you schedule maintenance tasks such as running Disk Defragmenter and Error-checking.

To start the Scheduled Task Wizard:

1. Click **Start**, **All Programs**, **Accessories**, **System Tools**, then click **Scheduled Tasks**. The *Scheduled Tasks* window opens.
2. Double-click the **Add Scheduled Task** icon. The Scheduled Task Wizard opens.


Scheduled Task Wizard
This wizard helps you schedule a task for Windows to perform.
You select the program you want Windows to run, and then schedule it for a convenient time.
Click Next to continue.
< Back
Next >
Cancel

3. Click **Next**, then click the task or program you want to schedule and follow the on-screen instructions to customize the task.

Important

Your computer must be on during scheduled tasks. If your computer is off, scheduled tasks will not run.

Help and Support

For more information about using the Scheduled Tasks Wizard in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **Scheduled Tasks Wizard** in the HelpSpot **Search** box Search , then click the arrow.

Cleaning your computer

Keeping your computer clean and the vents free from dust helps keep your system performing at its best. You may want to gather these items and put together a computer cleaning kit:

- A soft, lint-free cloth
- An aerosol can of air that has a narrow, straw-like extension
- Isopropyl alcohol
- Cotton swabs
- A CD or DVD drive cleaning kit

Cleaning the exterior

Warning

When you shut down your computer, the power turns off, but some electrical current still flows through your computer. To avoid possible injury from electrical shock, unplug the power cord and modem cable from the wall outlets.

Always turn off your computer and other peripherals before cleaning any components.

Use a damp, lint-free cloth to clean your computer and other parts of your system. Do not use abrasive or solvent cleaners because they can damage the finish on components.

Your computer is cooled by air circulated through the vents on the case, so keep the vents free of dust. With your computer turned off and unplugged, brush the dust away from the vents with a damp cloth. Be careful not to drip any water into the vents. Do not attempt to clean dust from the inside your computer.

Cleaning the keyboard

You should clean the keyboard occasionally by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.

If you spill liquid on the keyboard, turn off your computer and turn the keyboard upside down. Let the liquid drain, then let the keyboard dry before trying to use it again. If the keyboard does not work after it dries, you may need to replace it.

Cleaning the computer display

Use a soft cloth and water to clean the computer display. Squirt a little water on the cloth (never directly on the display), and wipe the display with the cloth.

Warning

The computer display is made of specially coated glass and can be scratched or damaged by abrasive or ammonia-based glass cleaners.

Cleaning the mouse

If the mouse pointer begins moving erratically across the computer display or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

Clean your optical mouse by wiping the bottom of the mouse with a damp lint-free cloth.

11 Restoring Software

Read this chapter to learn how to:

- Reinstall device drivers
- Update device drivers
- Reinstall programs
- Reinstall Windows

If you are not comfortable with the procedures covered in this chapter, seek help from a more experienced computer user or a computer service technician.

Using the Restoration CDs

Use the Gateway *Restoration CDs* to reinstall device drivers, your operating system, and other programs that were preinstalled at the factory.

Important

Before you try to fix a problem by reinstalling software from your Gateway *Restoration CDs*, make sure that you have tried these steps first:

- Use the diagnostics and troubleshooting tools found in HelpSpot. For more information about diagnostics and troubleshooting tools in Windows XP, click **Start**, then click **Help and Support**.
  Type the keyword **troubleshooting** in the HelpSpot **Search** box Search , then click the arrow.
- Run System Restore. For more information about System Restore in Windows XP, click **Start**, then click **Help and Support**.
  Type the keyword **system restore** in the HelpSpot **Search** box Search , then click the arrow.
- See the Troubleshooting section of this guide.

If these steps do not resolve the problem, use the Gateway *Restoration CDs* to reinstall device drivers or programs.

If reinstalling device drivers or programs does not resolve the problem, reinstall Windows.

Reinstalling device drivers

Device drivers are programs that control devices such as the computer display, CD or DVD drives, and modems. Drivers translate information between computer devices and programs.

Drivers for your original computer hardware are installed at Gateway. If you install a new device, you need to install the drivers provided by the device manufacturer.

You should reinstall device drivers:

- If directed to do so while troubleshooting
- If you see a message indicating that there is a problem with a device driver

If you need to reinstall device drivers because you are directed to do so while troubleshooting or if a message tells you that there is a problem with a device driver, reinstall the device drivers by following the instructions in "Reinstalling device drivers" on page 185.

If you just reinstalled Windows XP or Windows 2000, the device drivers were automatically reinstalled.

To reinstall device drivers:

1. Insert the red *Drivers* CD into the CD or DVD drive. If the program starts automatically, go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then click **Run**. The *Run* dialog box opens.
3. In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of your CD or DVD drive).
4. Click **OK**.
5. If this is the first time you have inserted the red *Drivers* CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**.

6 Click **Personal / Home Use**, then click **Continue**. The *Gateway Driver and Application Recovery* program starts and the **Drivers and Application Recovery** tab appears.

7 Select a single device driver to reinstall.

- OR -

Click **Automatic Installation**, then select multiple device drivers to reinstall. (Grayed out drivers are not available for Automatic Installation. To select these drivers, click **Manual Installation**.)

8 Click **Install**.

9 Follow any additional on-screen instructions. Depending on the device driver you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support

For more information about reinstalling device drivers in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **drivers** in the HelpSpot **Search** box Search , then click the arrow.

Updating device drivers

The *Restoration CDs* contain a device driver update utility that works over the Internet. If you do not have an Internet service provider, the update utility works by using your modem and telephone line to direct-dial the device driver update service.

To update device drivers:

1. Insert the red *Drivers* CD into the CD or DVD drive. If the program starts automatically, go to Step 5.

   - OR -

   If the program does not start automatically, go to Step 2.

2. Click **Start**, then click **Run**. The *Run* dialog box opens.
3. In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of the CD or DVD drive).
4. Click **OK**.
5. If this is the first time you have inserted the red *Drivers* CD, accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**.
6. Click **Personal / Home Use**, then click **Continue**. The *Gateway Driver and Application Recovery* program starts and the **Drivers and Application Recovery** tab appears.
7. Click the **Web Updates** tab.
8. Click **Check Now**. The *Connect* window opens.

9 Install available updated device drivers by following the on-screen instructions. Depending on the device driver you are updating, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support

For more information about updating device drivers in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **updating drivers** in the HelpSpot **Search** box Search , then click the arrow.

Reinstalling programs

If you have problems running a program or if you have reinstalled your operating system, you can reinstall programs from the yellow *Applications* CD and other program CDs. If you are reinstalling programs from other program CDs, follow the installation instructions on each CD. If you want to **reinstall** a program, uninstall the old version first.

To reinstall programs from the Applications CD(s):

1 If you just reinstalled Windows, go to Step 4. Otherwise, go to the next step.

2 In Windows XP, click **Start**, **Control Panel**, then click **Add or Remove Programs**.

- OR -

In Windows 2000, click **Start**, **Settings**, **Control Panel**, then double-click the **Add or Remove Programs** icon.

3 In the *Currently Installed Programs* list, click the program you want to uninstall, then click **Change/Remove** and follow the on-screen instructions.

4. Insert the yellow *Applications* CD into the CD or DVD drive. If the program starts automatically, go to Step 8.

   - OR -

   If the program does not start automatically, go to Step 5.

5. Click **Start**, then click **Run**. The *Run* dialog box opens.

6. In the **Open** text box, type **d:\runmenu.exe** (where **d** is the drive letter of your CD or DVD drive).

7. Click **OK**.

8. If this is the first time you have inserted the yellow *Applications* CD(s), accept the End User License Agreement (EULA) by clicking **Yes, I accept it**, then clicking **Continue**. The Gateway Driver and Application Recovery program starts and the **Drivers and Application Recovery** tab appears.

9. Select a single program to reinstall.

   - OR -

   Click **Automatic Installation**, then select multiple programs to reinstall. (Grayed out programs are not available for Automatic Installation. To select these programs, click **Manual Installation**.)

10. Click **Install**.

11. Follow any additional on-screen instructions. Depending on the programs you are reinstalling, you may only need to restart your computer to complete the installation. However, if a setup wizard opens when you restart your computer, follow the on-screen instructions.

Help and Support

For more information about reinstalling programs in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **installing programs** in the HelpSpot **Search** box Search , then click the arrow.

To reinstall Works Suite (including Word), games, or other programs from a CD:

1. If you just reinstalled Windows, go to Step 4. Otherwise, go to the next step.
2. In Windows XP, click **Start**, **Control Panel**, then click **Add or Remove Programs**.

   - OR -

   In Windows 2000, click **Start**, **Settings**, **Control Panel**, then double-click the **Add or Remove Programs** icon.
3. In the *Currently Installed Programs* list, click the program you want to uninstall, then click **Change/Remove** and follow the on-screen instructions.
4. Insert the program CD into the CD or DVD drive.
5. Complete the program reinstallation by following the instructions included with the program CD.

Reinstalling Windows

If your computer is not working correctly, try the following options to correct the problem:

- Troubleshooting. For more information, see “Troubleshooting” on page 221.
- Reinstalling device drivers. For more information, see “Reinstalling device drivers” on page 185.

If the options above do not correct the problem, you can use the *Restoration CDs* to reinstall Windows and other software.

The *Restoration CDs* step you through reinstalling Windows XP or Windows 2000. If you are reinstalling Windows XP or Windows 2000, the *Restoration CDs* automatically reinstall the hardware device drivers and some programs as well. You can install any remaining programs by using the program CDs that came with your computer. To reinstall your programs, follow the instructions in “Reinstalling programs” on page 188.

Important

If you are prompted for your Windows product key when you reinstall Windows, you can find the key on the *Microsoft Certificate of Authenticity* label located on the back of your computer case. For more information, see "Microsoft Certificate of Authenticity" on page 8.

To reinstall Windows XP or Windows 2000, and the device drivers:

Caution

Back up your personal files before you use this option.

All files on your computer will be deleted!

1. Insert the red *Drivers* CD into the CD or DVD drive.
2. Restart your computer.
3. Select **2. Boot from CD-ROM**.
4. Select a language option.
5. Select **1. Delete all files (Automated Fdisk/Format)**.
6. Select **1. Continue deleting all files and restart**.
7. When prompted, press any key to continue.
8. Select **2. Boot from CD-ROM**.
9. Select a language option.
10. Select **2. Automated installation of Windows (XP or 2000)**.
11. If an Advanced Menu option appears and your computer does not have a hard drive that requires a special hard drive driver, select **1. Normal installation of Windows (XP or 2000)**. This is the most commonly selected option.

    - OR -

    If an Advanced Menu option appears and your computer does have a hard drive that requires a special hard drive driver, for example a Serial ATA drive, select **2. Installation of Windows w/ special HDD controllers.**

12 When prompted, remove the red *Drivers* CD and insert the blue *Operating System* CD into the CD or DVD drive, then press any key to continue.

13 When prompted, accept the *License Agreement* by pressing **Y**.

14 Wait while the setup program copies files to your hard drive. **When your computer restarts, do NOT press any key to boot from CD.**

15 Follow the on-screen instructions to set your **Regional and Language Options**.

16 Click **Personal / Home Use**, then click **Continue**. The *Gateway Driver and Application Recovery* program starts and the **Drivers and Application Recovery** tab appears.

17 When prompted, insert the red *Drivers* CD, then click **OK**.

18 When prompted, insert the yellow *Applications* CD(s), then click **Continue**. The Gateway Application Loader automatically installs your drivers and programs. Your computer restarts several times during this process. Do **not** press any keys or buttons during this process unless prompted to do so.

19 When the Gateway Application Loader has finished, go to the Windows desktop by clicking **Close**.

20 Install additional programs by following the instructions in "To reinstall programs from the Applications CD(s):" on page 188.

21 Install other software, such as Microsoft Works Suite and gaming software, by following the instructions in "To reinstall Works Suite (including Word), games, or other programs from a CD:" on page 190.

12 Upgrading Your Computer

This chapter provides information about upgrading and replacing components in your computer. Read this chapter to learn how to:

- Add PC Cards
- Open your computer case
- Remove and install drives
- Replace the Mini PC card
- Add memory

You must open the computer case to change or upgrade components. If you are not comfortable with these procedures, get help from a more experienced computer user or computer service technician.

Adding and removing PC Cards

Your computer has one PC Card slot (also known as a PCMCIA card slot). This slot accepts Type I and Type II PC Cards.

You do not need to restart your computer when changing most cards because your computer supports *hot-swapping*. Hot-swapping means that you can insert a PC Card while your computer is running. If the PC Card does not work after hot-swapping, see the PC Card manufacturer's documentation for further information.

Adding a PC Card

To insert a PC Card:

- Push the card firmly into the PC Card slot label-side facing toward the back of your computer until the outer edge of the card is flush with the side of your computer.

Removing a PC Card

To remove a PC Card:

1 Click the remove hardware icon in the taskbar, then select the PC Card name and click **Stop**.

-OR-

Turn off your computer.

Important

If the remove hardware icon does not appear on the taskbar, click the show hidden icons button.

2 Release the eject button by pressing the PC Card eject button once.

3 Eject the PC Card by pressing the eject button again.

Selecting a place to work

Work on your computer in an area that:

- Is clean (avoid dusty areas)
- Is a low-static environment (avoid carpeted areas)
- Has a stable surface on which to set your computer
- Has enough room to place all the computer parts
- Is near a grounded outlet so you can test your computer after installation
- Is near a telephone (in case you need help from Gateway Technical Support)

Gathering the tools you need

Some tools and supplies that you may need to work on your computer are:

- A Phillips screwdriver
- A flat-head screwdriver
- A notebook to take notes
- A soft towel to lay your computer on
- Small containers to store various types of screws
- A grounding wrist strap (available at most electronic stores)

Preventing static electricity discharge

The components inside your computer are extremely sensitive to static electricity, also known as *electrostatic discharge* (ESD).

Warning

ESD can permanently damage electrostatic discharge-sensitive components in your computer. Prevent ESD damage by following ESD guidelines every time you open the computer case.

Warning

To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer and unplug the power cord and modem cable before opening the case.

Before opening the computer case, follow these guidelines:

- Turn off the computer power.
- Wear a grounding wrist strap (available at most electronics stores) and attach it to a bare metal part of your workbench or other grounded connection.

Warning

To prevent risk of electric shock, do not insert any object into the vent holes of the power supply.

- Touch a bare metal surface on your workbench or other grounded object.
- Unplug the power cord and modem and network cables.

Before working with computer components, follow these guidelines:

- Avoid static-causing surfaces such as carpeted floors, plastic, and packing foam.
- Remove components from their antistatic bags only when you are ready to use them. Do not lay components on the outside of antistatic bags because only the inside of the bags provide electrostatic protection.
- Avoid touching the edge connectors and components on the Mini-PCI cards. Never slide Mini-PCI cards or components over any surface.

Opening the computer case

Tips & Tricks

When cleaning the case, do not use abrasive or solvent cleaners because they can damage the finish. Use soap and water or a dilution of water and isopropyl alcohol. For more information, see “Cleaning your computer” on page 181.

Warning

To avoid exposure to dangerous electrical voltages and moving parts, turn off your computer, then unplug the power cord and modem cable before opening the case.

To open the computer case:

1. Turn off your computer.
2. Following all static electricity discharge precautions, disconnect the power cord and all other external cables.
3. Press the power button to drain any residual power from your computer.

4 Remove the two screws on the back of the computer case.

5 With your hands positioned on each side of the case, swing the access panel up and away from the case and set the panel aside.

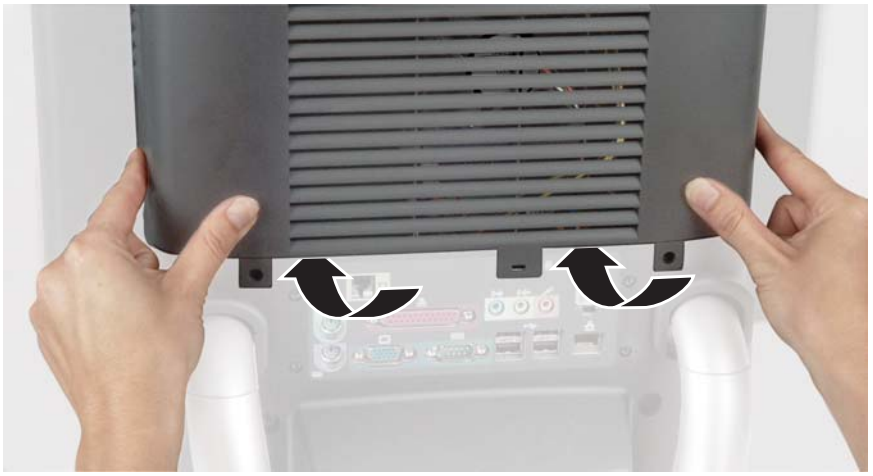
Closing the computer case

To close the computer case:

1. Make sure that all of the internal cables are arranged inside the case so they will not be pinched when you close the case.

2. Align the access panel tabs into the case notches.

3 Swing the access panel down into place.



4 Replace the two screws removed previously.

5 Reconnect the external cables and power cord.

Replacing drives

Use the procedures in this section to replace the:

- Removable drive pack
- Hard drive

Replacing the removable drive pack

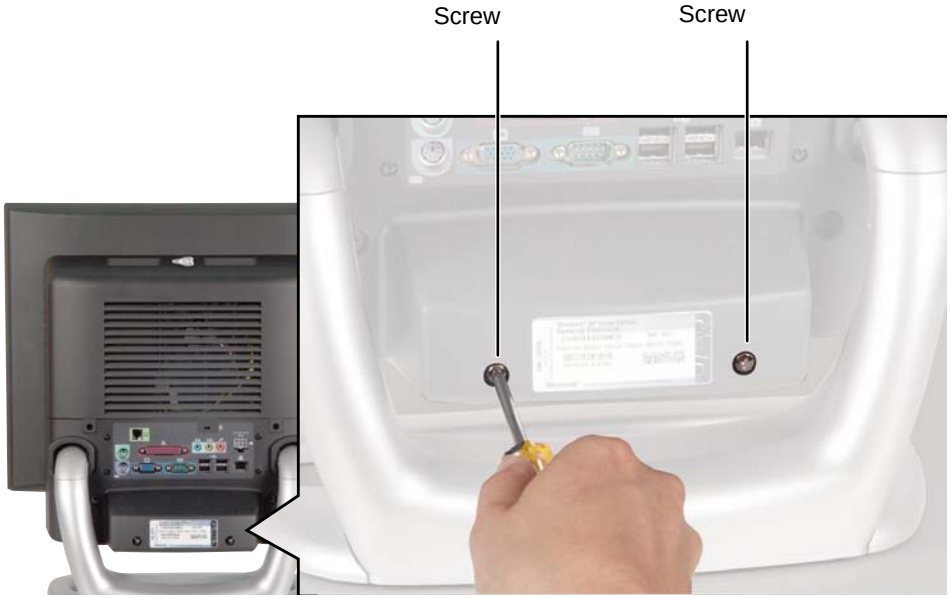
The removable drive pack contains the diskette drive, drive adapter card, and either a CD or DVD drive.

Warning

To avoid exposure to dangerous electrical voltages, turn off your computer, then unplug the power cord and modem cable before removing the drive pack.

To replace the drive pack:

1. Remove the two retaining screws located on either side of the Microsoft Certificate of Authenticity label on the rear of your computer.



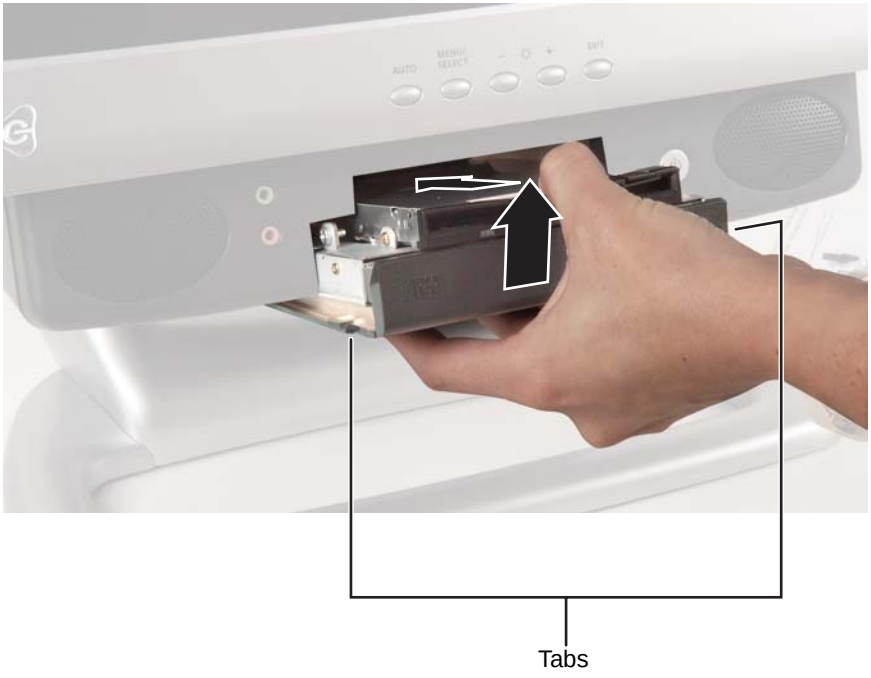
2 Slide the drive pack forward, then down.

3 Disconnect the two drive cables from the drive adapter card.

4 Connect the drive cables to the drive adapter card on the new drive pack. The drive cables and connectors are “keyed,” which means that they can only be plugged in one way.

5 Push the cables carefully up into the top of the drive bay.

6 Align the tabs on the drive pack with the notches on the drive bay, then slide the drive pack back until it is flush with the front of the case.



7 Replace the two retaining screws.

Replacing the hard drive

Use this procedure to replace the hard drive.

Tips & Tricks

For more stability, place your computer face down to perform this procedure. Avoid scratching the computer display by placing it on a towel or other non-abrasive surface.

To replace the hard drive:

1 Open the case by following the instructions in “Opening the computer case” on page 198.

Warning

Make sure that you removed all external cables and the power cord.

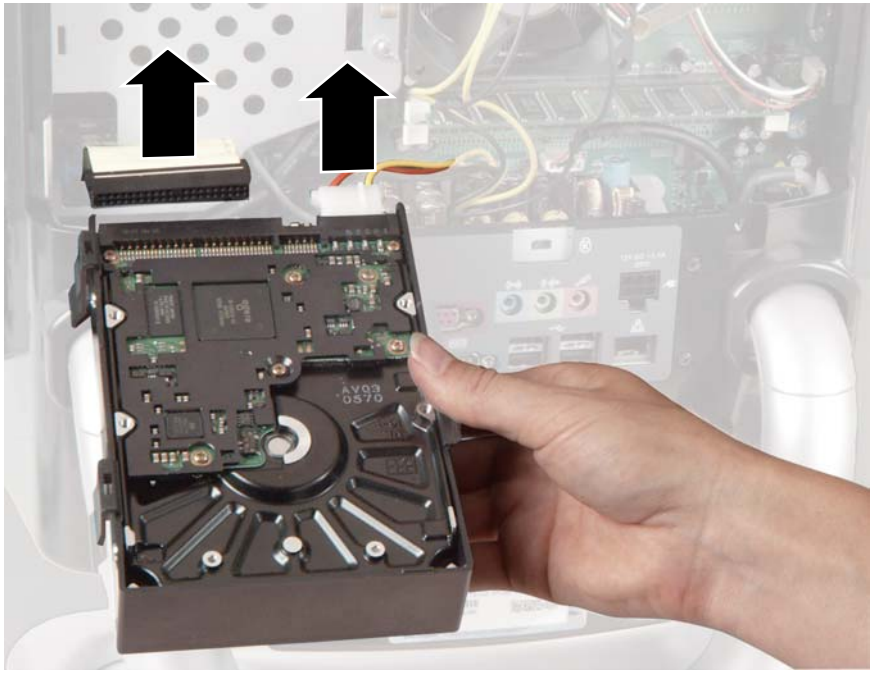
2 Unsnap the two drive cage tabs.

3 Remove the drive cage from your computer.

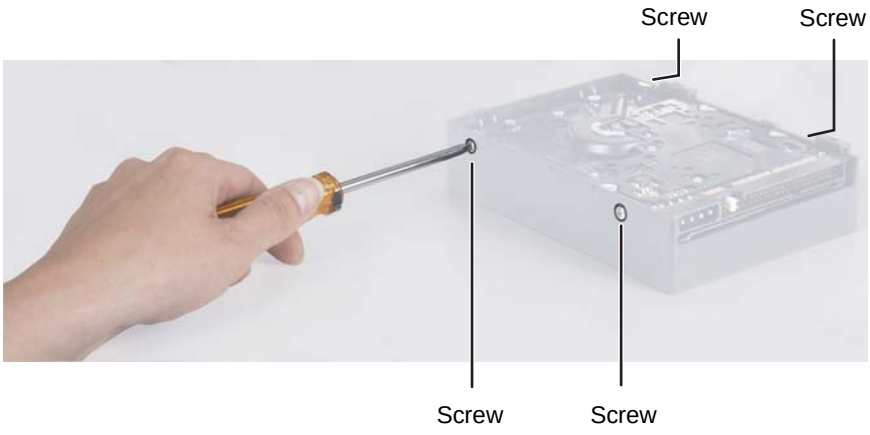
4 Disconnect the drive cable and power cable.

Important

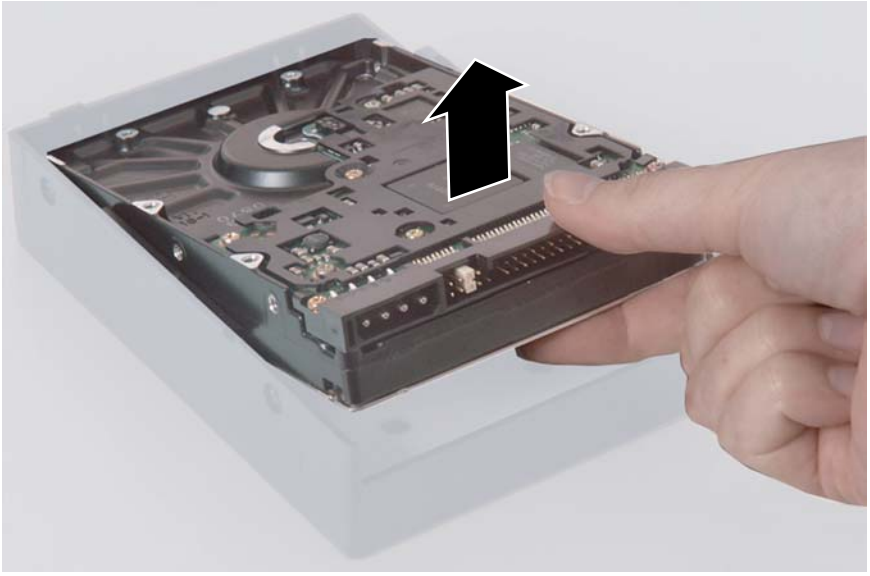
The hard drive cable connectors may vary, depending on whether your computer uses an IDE drive or a Serial ATA drive.



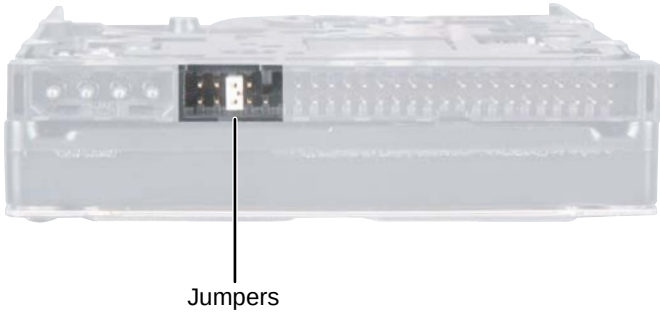
5 Remove the four screws that hold the drive into drive cage.



6 Remove the drive.



7 If your computer has an IDE drive, make sure that the jumpers on the new drive are set the same as the drive you are replacing. If your computer uses a Serial ATA drive, no jumper settings are required.



8 Insert the new drive into the drive cage and secure it with the four screws removed earlier.

9 Connect the drive cable and power cable to the drive.

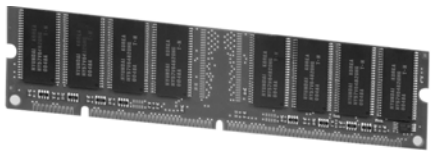
10 Align the single drive cage tab into the case notch, then swing the drive cage down until the two drive cage tabs on the other side snap into place.

11 Close the case by following the instructions in “Closing the computer case” on page 200.

Installing or replacing DIMM memory

When you upgrade your computer memory, make sure that you install the correct type of memory module for your computer. Your computer uses DIMM memory.

A DIMM memory module has several memory chips on one or both sides.



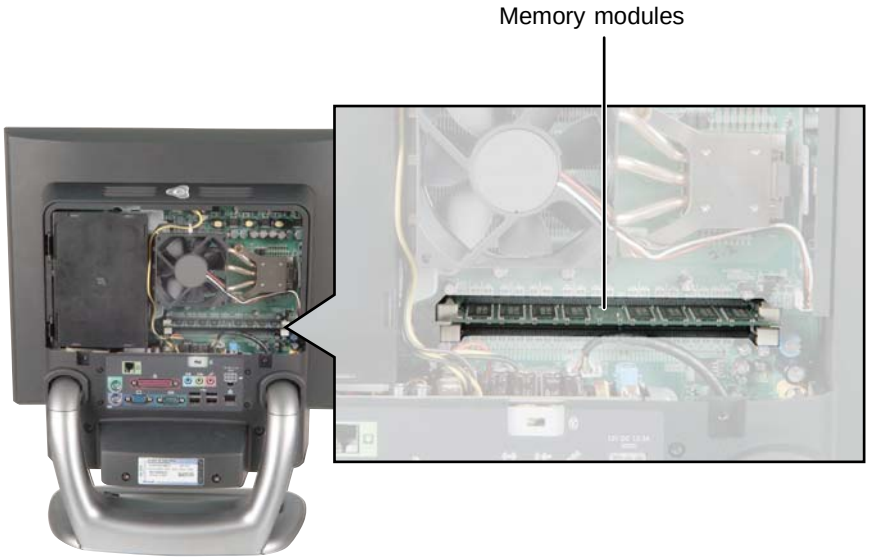
To install or replace DIMM memory:

1 Open the case by following the instructions in “Opening the computer case” on page 198.

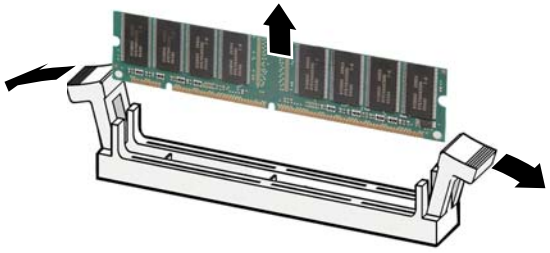
Warning

Make sure that you removed all external cables and the power cord.

2 Find the memory module banks, sometimes called add-in slots, on your system board.



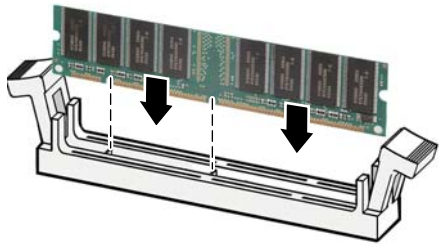
3 If you are removing a memory module from the memory module bank, gently pull the plastic tabs away from the sides of the memory module and remove it.



- OR -

If you are adding a memory module to an empty memory module bank, gently pull the plastic tabs away from the sides of the memory module bank.

4 Align the notch on the new memory module with the notch on the memory module bank and press firmly into the bank. The tabs on the sides of the memory module should secure the memory module automatically. When the module is secure, you hear a click.



5 Close the case by following the instructions in "Closing the computer case" on page 200.

6 Turn on your computer. Windows starts and the Windows desktop appears.

7 In Windows XP, click **Start**, **Control Panel**, then click **Performance and Maintenance** (if in Category View). Click/Double-click **System**. The amount of memory in your computer is shown at the bottom of the *System Properties* window in the General tab.

- OR -

In Windows 2000, right-click the **My Computer** icon, then click **Properties**. The amount of memory in your computer is shown at the bottom of the *System Properties* window in the General tab.

Using the BIOS Setup utility

The BIOS Setup utility stores basic settings for your computer. These settings include basic system hardware configuration, system resource settings, and password security. These settings are stored and saved even when the power is off.

Caution

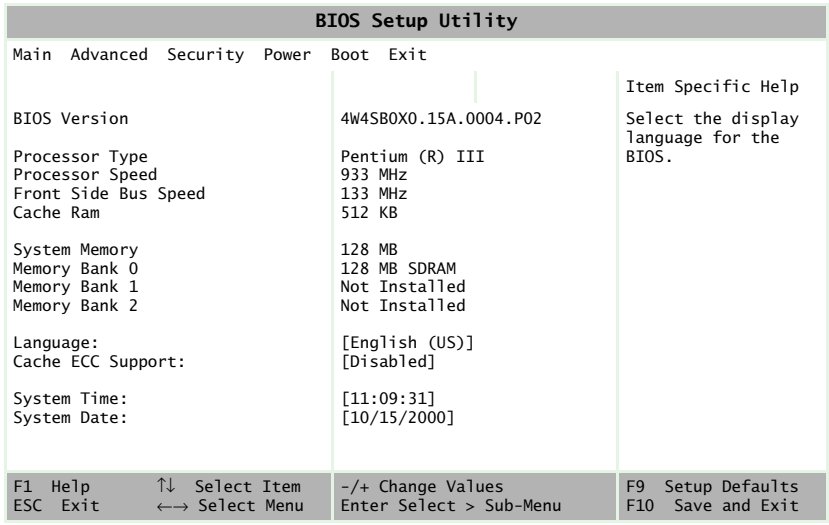
The options in the BIOS Setup utility have been set at the factory for optimal performance. Changes to these settings will affect the performance of your computer.

Before changing any settings, write them down in case you need to restore them later.

To open BIOS Setup utility:

- Restart your computer. As soon as you see a startup screen, press **F1**. The BIOS Setup utility opens.

The following illustration shows the main menu screen of a typical BIOS Setup utility. Your BIOS Setup utility may vary from the illustration below.



Use the navigation keys displayed at the bottom of the BIOS Setup utility screen to move through the BIOS menus and make selections. Press **F1** to get more help about options.

13 Troubleshooting

This chapter provides some solutions to common computer problems. Read this chapter to learn how to:

- Troubleshoot typical hardware and software problems
- Get telephone support
- Use automated troubleshooting systems
- Get tutoring and training

If the suggestions in this chapter do not correct the problem, see “Getting Help” on page 31, for more information about how to get help.

Safety guidelines

While troubleshooting your computer, follow these safety guidelines:

- Never remove your computer case access panel while your computer is turned on and while the modem cable and the power cord are connected.
- If you are using or have purchased an additional monitor, do not attempt to open the monitor case. To do so is extremely dangerous. Even if the power is disconnected, energy stored in the monitor components can be dangerous. Also, opening the monitor voids the warranty.
- Make sure that you are correctly grounded before opening your computer case. For more information about preventing damage from static electricity, see “Preventing static electricity discharge” on page 197.

Warning

To avoid bodily injury, do not attempt to troubleshoot your computer problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your computer
- Your computer was dropped
- The case was damaged

Instead, unplug your computer and contact a qualified computer technician.

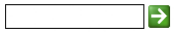
First steps

Try these things first before going to the following sections:

- Make sure that the power cable is connected to your computer and an AC outlet and that the AC outlet is supplying power.
- If you use a power strip, make sure that it is turned on.
- If a peripheral device (such as the keyboard or mouse) does not work, make sure that all connections are secure.
- If you added or removed computer components before the problem started, review the procedures you performed and make sure that you followed each instruction.
- Make sure that your hard drive is not full.
- If an error message appears on the computer display, write down the exact message. The message may help Gateway Technical Support in diagnosing and fixing the problem.
- If an error occurs in a program, see the program's printed documentation or the online help.

Help and Support

For more information about troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **troubleshooting** in the HelpSpot **Search** box 

, then click the arrow.

Software support tools

Your system *may* include the following support tool to help you diagnose and fix problems:

- *PC Doctor* is a comprehensive hardware diagnostic and system information tool that can test your computer and determine its configuration. PC Doctor provides 85 professional diagnostic tests directly from your computer.

This support tool is available from HelpSpot or by clicking **Start**, **All Programs**, then clicking **Gateway Utilities**.

Troubleshooting

CD, DVD, or recordable drives

The computer does not recognize a disc or the CD, DVD, or recordable drive

- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the CD or DVD drive.
- If you are trying to play a DVD, make sure that you have a DVD drive. To identify your drive type, see "Identifying drive types" on page 78.
- Your computer may be experiencing some temporary memory problems. Shut down and restart your computer.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Clean the disc. For more information, see "Cleaning CDs and DVDs" on page 223.
- Restart your computer, then enter the BIOS Setup utility by pressing and holding **F1** while your computer restarts. Make sure that the IDE controllers are enabled. For more information on using the BIOS Setup utility, see "Using the BIOS Setup utility" on page 214.
- Make sure that the drive is configured correctly by following the instructions in the drive documentation.
- Open your computer case and make sure that the cables are connected correctly to the CD or DVD drive and drive adapter card.
- Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 185.

Audio CD does not produce sound

- Make sure that the disc label is facing up, then try again.
- Some music CDs have copy protection software. You may not be able to play these CDs on your computer.
- Make sure that the volume controls are turned up. For more information, see "Adjusting the volume in Windows XP" on page 81 or "Adjusting the volume in Windows 2000" on page 84.

- Make sure that the mute controls are turned off. For more information, see "Adjusting the volume in Windows XP" on page 81 or "Adjusting the volume in Windows 2000" on page 84.
- Make sure that external speaker cables are connected correctly and securely.
- Shut down and restart your computer.
- Clean the disc. For more information, see "Cleaning CDs and DVDs" on page 223.
- Reinstall the audio device drivers. For more information, see "Reinstalling device drivers" on page 185.

A DVD movie will not play

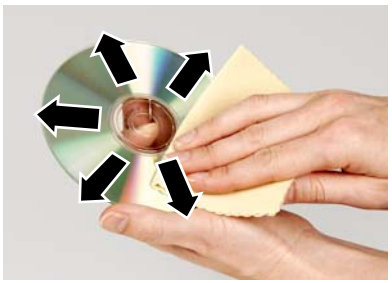
- Make sure that you have a DVD drive. To identify your drive type, see "Identifying drive types" on page 78.
- Make sure that the disc label is facing up, then try again.
- Try a different disc. Occasionally discs are flawed or become scratched and cannot be read by the DVD drive.
- Shut down and restart your computer.
- Clean the disc. For more information, see "Cleaning CDs and DVDs" on page 223.
- Make sure that the DVD player program is installed. For more information, See "Reinstalling programs" on page 188 or Step 3 on page 93.
- Reinstall the device driver. For more information, see "Reinstalling device drivers" on page 185.
- DVDs and DVD drives contain *regional codes* that help control DVD title exports and help reduce illegal disc distribution. To be able to play a DVD, the disc's regional code and your DVD drive's regional code must match.

  The regional code on your DVD drive is determined by your computer's delivery address. The regional code for the United States and Canada is 1. The regional code for Mexico is 4. Your DVD drive's regional code must match the regional code for the disc. The regional code for the disc is on the disc, disc documentation, or disc packaging.

  If the DVD movie does not play, the disc's regional code and your DVD drive's regional code may not match.

Cleaning CDs and DVDs

Clean discs by wiping from the center to the edge, not around in a circle, using a product, such as a soft cloth, made especially for cleaning CDs and DVDs.



Computer

The computer will not start

- Make sure that the power cord is connected to an AC power source and your computer is turned on.

Computer display

Tips & Tricks

After you are in Windows, press the **AUTO/SET** button to automatically optimize your display settings. For more information, see “OSD options” on page 27.

The screen resolution is not correct

- Change the screen resolution from the *Display Properties* dialog box. For more information, see “Adjusting the screen resolution” on page 118.

Help and Support

For more information about changing the screen resolution in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **screen resolution** in the HelpSpot **Search** box Search , then click the arrow.

The computer is running but there is no picture

- Adjust the brightness and contrast controls to the center position. For more information, see “OSD options” on page 27.

The color is not uniform

Make sure that the computer display warms up for at least 30 minutes before making a final judgment about color uniformity.

Make sure that:

- Non-shielded speakers are not placed too close to the computer display.
- The computer is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.

The text on the display is dim or difficult to read

- Adjust the brightness and contrast controls. For more information, see “OSD options” on page 27.
- Change the display settings. For more information, see “Adjusting the screen and desktop settings” on page 116.
- Make sure that your computer is not positioned too close to another monitor, electric fan, fluorescent light, metal shelf, or laser printer.

Diskette drive

The diskette drive is not recognized

- Shut down and restart your computer.
- Remove the drive pack and make sure that the cables are connected correctly to the diskette drive and the drive adapter card. Make sure that the pins are not bent or misaligned. For more information, see "Replacing the removable drive pack" on page 202.

You cannot save a file to diskette or you see the message "disk is full or write-protected"

- Make sure that the write-protection tab on the upper-right corner of the diskette is down (unprotected).
- Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error-checking on the diskette. For more information, see "Checking hard drive space" on page 173. If errors are detected and corrected, try using the diskette again.

You see a "Access Denied" or "Write protect" error message

- Move the write-protection tab in the upper-right corner of the diskette down (unprotected).
- The diskette may be full. Delete unnecessary files on the diskette and try again.
- Make sure that the diskette you are using is IBM-compatible.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.

You see a "Disk is full" error message

- Delete unnecessary files on the diskette.
- Try a different diskette. Occasionally diskettes are flawed and cannot be read by the diskette drive.
- Run Error checking on the diskette. For more information, see "Checking the hard drive for errors" on page 175. If errors are detected and corrected, try using the diskette again.

You see a "Non-system disk" or "Disk error" error message

- Eject the diskette from the diskette drive, then press ENTER.
- Make sure that the diskette you are using is IBM-compatible.

The diskette drive LED is lit continuously

- Remove the diskette from the drive. If the light stays on, try restarting your computer.
- Remove the drive pack and make sure that the cables are connected correctly to the diskette drive and the drive adapter card. Make sure that the pins are not bent or misaligned. For more information, see "Replacing the removable drive pack" on page 202.

File management

A file was accidentally deleted

If the file was deleted at a DOS prompt or in Windows while holding down the SHIFT key, the file cannot be restored.

To restore files that were deleted in Windows:

1. Double-click the **Recycle Bin** icon.
2. Right-click the file you want to restore, then click **Restore**. The file is restored to the place where it was originally deleted from.

   If the Recycle Bin was emptied before you tried to restore a file, the file cannot be restored.

Help and Support

For more information about restoring deleted files in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **System Restore** in the HelpSpot **Search** box Search , then click the arrow.

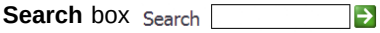
Hard drive

You see an “Insufficient disk space” error message

- Delete unnecessary files from the hard drive using Disk Cleanup. For more information, see “Using Disk Cleanup” on page 174.
- Empty the Recycle Bin by right-clicking the **Recycle Bin** icon, then clicking **Empty Recycle Bin**.
- Save your files to a diskette or another drive. If the hard drive is full, copy any files not regularly used to diskettes or other backup media, then delete them from the hard drive.

Help and Support

For more information about file management in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **file management** in the HelpSpot **Search** box 

, then click the arrow.

The hard drive cannot be accessed, or you see a “General failure reading drive C” error message

- If a diskette is in the diskette drive, eject it and restart the computer.
- Try restarting your computer by pressing CTRL+ALT+DEL.
- Open the computer access panel and make sure that the cables are connected correctly to the hard drive. For more information about connecting the hard drive cables, see “Replacing the hard drive” on page 206.
- If your computer has been subjected to static electricity or physical shock, you may need to reinstall the operating system.

You see a “Non-system disk” or “disk error” error message

- Eject the diskette from the diskette drive, then press ENTER.

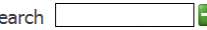
Internet

You cannot connect to the Internet

- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone. Use the setup poster to make sure that the connections have been made correctly.
- Make sure that no one else is using the telephone line.
- If you have the call waiting feature on your telephone line, make sure that it is disabled.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP technical support for help.
- Make sure that you do not have a problem with your modem. For more information, see "Modem" on page 231.

Help and Support

For more information about troubleshooting Internet connections in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **troubleshooting connections** in the HelpSpot **Search** box 

, then click the arrow.

You see an "Unable to locate host" message and are unable to browse the Internet

This problem can occur when you have typed a URL (Web address) incorrectly, you have lost your Internet connection, or your ISP is having technical difficulties.

Double-check the URL or try a different URL. If the error message still appears, disconnect from the ISP connection and close your browser, then reconnect and open the browser. If you still get the error, your ISP may be having technical difficulties.

Connecting to a Web site takes too long

Many factors can affect Internet performance:

- The condition of the telephone lines in your residence or at your local telephone service
- The condition of the Internet computers to which you connect and the number of users accessing those computers
- The complexity of graphics and multimedia on Web pages
- Having multiple Web browsers open, performing multiple downloads, and having multiple programs open on your computer

People are sending you e-mail messages, but you have not received any mail

- Click the receive button in your e-mail program.
- Make sure that your account with your Internet service provider (ISP) is set up correctly. Contact your ISP for technical support.

Keyboard

The keyboard does not work

- Make sure that the keyboard cable is plugged in correctly. For more information, see the poster that came with your computer.
- Remove all extension cables and switch boxes.
- Clean the keyboard by using an aerosol can of air with a narrow, straw-like extension to remove dust and lint trapped under the keys.
- Try a keyboard that you know works to make sure that the keyboard port works.
- Reinstall the keyboard device driver. For more information, see “Reinstalling device drivers” on page 185.

A keyboard character keeps repeating or you see a “keyboard stuck” or “key failure” error message

- Make sure that nothing is resting on the keyboard.
- Make sure that a key is not stuck. Press each key to loosen a key that might be stuck, then restart your computer.

Liquid spilled in the keyboard

- If you spilled liquid in the keyboard, turn off your computer and unplug the keyboard. Clean the keyboard and turn it upside down to drain it. Let the keyboard dry before using it again. If the keyboard does not work after it dries, you may need to replace it.

Memory

You see a "memory error" message during startup

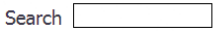
- Use PC Doctor or a third-party diagnostic program to help determine if a memory module is failing. If the memory module is failing, replace it. For more information, see "Installing or replacing DIMM memory" on page 211.
- Check the memory module for correct seating and orientation. For more information, see "Installing or replacing DIMM memory" on page 211.

You see a "Not enough memory" error message

- Close all programs, then restart your computer.

Help and Support

For more information about troubleshooting memory errors in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **memory error** in the HelpSpot **Search** box 

, then click the arrow.

Modem

Your modem does not dial or does not connect

- Make sure that the modem cable is plugged into the modem jack and not the Ethernet network jack. See "Back" on page 4.
- Make sure that your computer is connected to the telephone line and the telephone line has a dial tone. Use the setup poster to make sure that the connections have been made correctly.
- Make sure that the modem cable is less than 6 feet (1.8 meters) long.
- Remove any line splitters or surge protectors from your telephone line, then check for a dial tone by plugging a working telephone into the telephone wall jack.
- If you have additional telephone services such as call waiting, call messaging, or voice mail, make sure that all messages are cleared and call waiting is disabled before using the modem. Contact your telephone service to get the correct code to temporarily disable the service. Also make sure that the modem dialing properties are set correctly.

To check the dialing properties in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Phone and Modem Options** icon, then click the **Dialing Rules** tab.
3. Click the location from which you are dialing, then click **Edit**.
4. Make sure that all settings are correct.

Help and Support

For more information about dialing properties in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **dialing** in the HelpSpot **Search** box Search , then click the arrow.

To check the dialing properties in Windows 2000:

1. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
2. Double-click the **Modems** icon, then click **Dialing Properties**. The *Dialing Properties* dialog box opens.
3. Make sure that all settings are correct.

- Disconnect any answering machine, fax machine, or printer that is on the same line as the modem. Do not connect these devices to the same telephone line as the modem.
- Make sure that you are not using a digital, rollover, or PBX line. These lines do not work with your modem.
- Check for line noise (scratchy, crackling, or popping sounds). Line noise is a common problem that can cause the modem to connect at a slower rate, abort downloads, or even disconnect. The faster the modem, the less line noise it can tolerate and still work correctly.

  Listen to the line using your telephone. Dial a single number (such as 1). When the dial tone stops, listen for line noise. Wiggle the modem cable to see if that makes a difference. Make sure that the connectors are free from corrosion and all screws in the wall or telephone jack are secure.

  You can also call your telephone service and have them check the telephone line for noise or low line levels.
- Try another telephone line (either a different telephone number in your house or a telephone line at a different location). If you can connect on this line, call your telephone service.
- Try connecting with the modem at a lower connection speed. If reducing the connection speed lets you connect, call your telephone service. The telephone line may be too noisy.

You cannot connect to the Internet

- Your ISP may be having technical difficulties. Contact your ISP technical support for help.
- See if the modem works with a different communications program. The problem may be with just one program.

Your 56K modem does not connect at 56K

Current FCC regulations restrict actual data transfer rates over public telephone lines to 53K. Other factors, such as line noise, telephone service provider equipment, or ISP limitations, may lower the speed even further.

If your system has a v.90 modem, the speed at which you can upload (send) data is limited to 33.6K. If your system has a v.92 modem, the speed at which you can upload data is limited to 48K. Your ISP may not support 48K uploads.

You can check modem connection speeds and dial-up network (DUN) connections by accessing the *gateway.your.way dial-up server*. The server also contains drivers, patches, and updates for current Gateway hardware and software.

The server provides a secure connection and is a stand-alone server. You cannot use it to access the Internet. The server cannot be accessed Mondays from 8:00 a.m. to 12:00 p.m. CT.

To access the gateway.your.way dial-up server:

1. Insert the red *Drivers* CD into the CD or DVD drive.
2. Click **Help**, then click **Support Web Site**.
3. To check your modem connection speed, click the **Direct Dial** option. After your modem connects, move the mouse pointer over the **Dial-Up Networking** icon (located next to the clock on your taskbar). Your modem connection speed appears.

Your fax communications program only sends and receives faxes at 14,400 bps even though you have a 56K modem

Current fax technology only supports a maximum send and receive rate of 14,400 bps.

The modem is not recognized by the computer

- Make sure that the line connected to the modem is working and plugged into the appropriate jack on the modem. Use the setup poster to make sure that the connections have been made correctly.
- If the modem shares the telephone line with another device, make sure that the telephone line is not in use (for example, someone is on the telephone, or another modem is in use).
- Use the modem cable that came with your computer. Some telephone cables do not meet required cable standards and may cause problems with the modem connection.
- Shut down and restart your computer.
- Run Windows modem diagnostics.

To run modem diagnostics in Windows XP:

1. Close all open programs.
2. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
3. Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
4. Click to select your modem, then click **Properties**. The *Modem Properties* dialog box opens.
5. Click the **Diagnostic** tab, then click **Query Modem**. If information about the modem appears, the modem passed diagnostics. If no modem information is available, if a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.

Help and Support

For more information about modem troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **modem troubleshooting** in the HelpSpot **Search** box Search , then click the arrow.

To run modem diagnostics in Windows 2000:

1. Close all open programs.
2. Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.
3. Double-click the **Modems** icon. The *Modems Properties* dialog box opens.
4. Click the **Diagnostic** tab, click the COM port next to the name of the modem, then click **More Info**. The *Modem Info* dialog box opens.

   If information about the modem appears, the modem passed diagnostics. If no modem information is available, if a white screen appears with no data, or if you get an error such as *port already open* or *the modem has failed to respond*, the modem did not pass diagnostics.

- Reinstall the device driver. For more information, see "Updating device drivers" on page 187.

The modem is noisy when it dials and connects

When your modem tries to connect to another modem, it begins *handshaking*. Handshaking is a digital "getting acquainted" conversation between the two modems that establishes connection speeds and communication protocols. You may hear unusual handshaking sounds when the modems first connect. If the handshaking sounds are too loud, you can turn down the modem volume.

To turn down the modem volume in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Phone and Modem Options** icon, then click the **Modems** tab.
3. Click the modem you want to adjust, then click **Properties**.

4 Click the **Modem** tab, then adjust the **Speaker volume** control.

5 Click **OK** twice to close the *Phone and Modem Options* dialog box.

To turn down the modem volume in Windows 2000:

1 Click **Start**, **Settings**, then click **Control Panel**. The *Control Panel* window opens.

2 Double-click the **Modems** icon. The *Modems Properties* dialog box opens.

3 Click the **General** tab, click the modem you want to adjust, then click **Properties**.

4 Adjust the **Speaker volume** control.

5 Click **OK**.

Mouse

The mouse does not work

- Make sure that the mouse cable is plugged in correctly.
- Shut down and restart your computer.
- Remove all extension cables and switch boxes.
- Try a mouse that you know works to make sure that the mouse port works.
- Reinstall the device driver. For more information, see “Reinstalling device drivers” on page 185.

The mouse works erratically

If the mouse pointer begins moving erratically across the computer display or becomes difficult to control precisely, cleaning the mouse will likely improve its accuracy.

- If you have an optical mouse, clean the mouse by wiping the bottom with a clean, damp cloth. Make sure that the optical sensor is clean and free or debris.
- Some mouse pad patterns “confuse” optical mice. Try the mouse on a different surface.

Power

My system is turned on but nothing is getting power

- If your computer is plugged into a surge protector, make sure that the surge protector is connected securely to an electrical outlet, switched on, and working correctly.
- Make sure that the electrical outlet is working by plugging a working device, such as a lamp, into the outlet, then turning it on to test the outlet.
- Make sure that all devices are connected securely and the surge protector is turned on.

Printer

Printer will not turn on

- Make sure that the power cord is plugged into an AC power source.
- Make sure that the electrical outlet is working by plugging a working device, such as a lamp, into the outlet, then turning it on to test the outlet.

Printer is on but will not print

- Make sure that the printer is online. Many printers have an online/offline button that you may need to press.
- If the printer you want to print to is not the default printer, make sure that you have selected it in the printer setup.

To set a default printer in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click the name of the printer you want to be the default printer, then click **Set as Default Printer**.

To set a default printer in Windows 2000:

1. Click **Start**, **Settings**, then click **Printers**.
2. Right-click on the name of the printer you want to be the default printer, then click **Set as Default**.

- Make sure that the cable between the printer and your computer is connected securely to the correct port.
- Check the port and cable for bent or broken pins.
- Reinstall the printer driver. See the documentation that came with your printer for instructions on installing the printer driver.

You see a "Printer queue is full" error message

- Make sure that the printer is not set to work offline.

To make sure that the printer is not set to work offline in Windows XP:

1. Click **Start**, then click **Control Panel**. The *Control Panel* window opens. If your Control Panel is in Category View, click **Printers and Other Hardware**.
2. Click/Double-click the **Printers and Faxes** icon. The *Printers and Faxes* window opens.
3. Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.

Help and Support

For more information about printer troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **printer troubleshooter** in the HelpSpot **Search** box Search , then click the arrow.

To make sure that the printer is not set to work offline in Windows 2000:

1. Click **Start**, **Settings**, then click **Printers**.
2. Right-click the name of the printer you want to use. If the menu shows a check mark next to **Use Printer Offline**, click **Use Printer Offline** to clear the check mark.

- Wait until files have been printed before sending additional files to the printer.
- If you print large files or many files at one time, you may want to add additional memory to the printer. See the printer documentation for more information about adding additional memory.

You see a “Printer is out of paper” error message

- After adding paper, make sure that the printer is online. Many printers have an online/offline button that you need to press after adding paper.

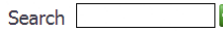
Sound

You are not getting sound from the speakers

- Make sure that the volume controls are turned up. For more information, see “Adjusting the volume in Windows XP” on page 81 or “Adjusting the volume in Windows 2000” on page 84.
- Make sure that mute controls are turned off. For more information, see “Adjusting the volume in Windows XP” on page 81 or “Adjusting the volume in Windows 2000” on page 84.
- If you are using external speakers, make sure that the speakers are turned on.
- If you are using external speakers, see the speaker setup poster to check the speaker connections.

Help and Support

For more information about sound troubleshooting in Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **sound troubleshooter** in the HelpSpot **Search** box 

, then click the arrow.

Telephone support

Before calling Gateway Technical Support

If you have a technical problem with your computer, follow these recommendations before contacting Gateway Technical Support:

- Make sure that your computer is connected correctly to a grounded AC outlet that is supplying power. If you use a power strip, make sure that it is switched on.
- If a peripheral device, such as a keyboard or mouse, does not appear to work, make sure that all cables are plugged in securely.
- If you have recently installed hardware or software, make sure that you have installed it according to the instructions provided with it. If you did not purchase the hardware or software from Gateway, see the manufacturer's documentation and technical support resources.
- If you have "how to" questions about using a program, check:
  - Online Help
  - Printed documentation
  - The program publisher's Web site
- See the troubleshooting section of this chapter.

Warning

To avoid bodily injury, do not attempt to troubleshoot your computer problem if:

- Power cords or plugs are damaged
- Liquid has been spilled into your computer
- Your computer was dropped
- The case was damaged

Instead, unplug your computer and contact a qualified computer technician.

- Have your client ID, serial number, and order number available, along with a detailed description of your problem, including the exact text of any error messages, and the steps you have taken. For more information, see "Identifying your model" on page 8.
- Make sure that your computer is nearby at the time of your call. The technician may have you follow appropriate troubleshooting steps.

Telephone support

Gateway offers a wide range of customer service, technical support, and information services.

Automated troubleshooting system

Service description	How to reach
Use an automated menu system and your telephone keypad to find answers to common problems.	800-846-2118 (US) 877-709-2945 (Canada)

Telephone numbers

You can access the following services through your telephone to get answers to your questions:

Resource	Service description	How to reach
Fax on demand support	Order a catalog of documents on common problems, then order documents by document numbers. The documents will be faxed to you.	800-846-4526 (US) 877-709-2951 (Canada)
Gateway's fee-based software tutorial service	Get tutorial assistance for software issues billed by the minute.	800-229-1103 (charged to your credit card) 900-555-4695 (charged to your telephone bill)
Gateway Technical Support	Talk to a Gateway Technical Support representative about a non-tutorial technical support question. (See "Before calling Gateway Technical Support" on page 241 before calling.) TDD Technical Support (for hearing impaired) is available: Weekdays 6:00 a.m. - 8:00 p.m. Central Time Weekends 6:00 a.m. - 5:00 p.m. Central Time	800-846-2301 (US) 800-846-3609 (Canada and Puerto Rico) 605-232-2191 (all other countries) 800-846-1778 (TDD)
America Online	Get support for your America Online ISP account.	800-827-6364 (US) 888-265-4357 (Canada)
CompuServe	Get support for your CompuServe ISP account.	800-848-8990 (US)
Sales, accounting, and warranty	Get information about available systems, pricing, orders, billing statements, warranty service, or other non-technical issues.	800-846-2000 (US) 888-888-2037 (Canada)

Tutoring and training

Gateway's Technical Support professionals cannot provide hardware and software training or tutorial services. Instead, Gateway recommends the following tutoring and training resources.

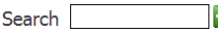
Self-help

If you have *how-to* questions about using your Gateway-supplied hardware or software, see the following resources:

- "Getting Help" on page 31.
- The printed or online documentation that came with your hardware or software. In many cases, additional product information and online documents for Gateway-supplied hardware can be found in our Web site's Documentation Library.
- This user's guide.
- The software publisher's Web site.
- The hardware manufacturer's Web site.

Help and Support

For more how-to information about Windows XP, click **Start**, then click **Help and Support**.

Type the keyword **practice** in the HelpSpot **Search** box 

, then click the arrow.

Tutoring

For help on using hardware or software that came with your Gateway computer, contact Gateway's fee-based tutorial hotline:

- 800-229-1103 (rate charged per minute; charged to a major credit card)
- 900-555-4695 (rate charged per minute; charged to your telephone bill)

Training

Gateway provides the following in-person and computerized training:

Resource	Service description	For more information
In-Store Training at Gateway stores	Our friendly and knowledgeable software trainers can teach you how to use the Internet and the most popular software programs, including Microsoft Word, Excel, and PowerPoint.	www.gateway.com/country
Gateway Learning Libraries	A variety of courses and tutorials are available on CD. Select from several easy-to-use learning libraries.	www.gateway.com/training
Online Training from Learn@Gateway	More than 450 online courses are available from Learn@Gateway. All you have to do is go online and log in. You select the subject matter, and the learning format (self-paced tutorials or virtual classrooms), all from the comfort of your computer.	www.learnatgateway.com/

Safety, Regulatory, and Legal Information

A

Important safety information

Your Gateway system is designed and tested to meet the latest standards for safety of information technology equipment. However, to ensure safe use of this product, it is important that the safety instructions marked on the product and in the documentation are followed.

Warning

Always follow these instructions to help guard against personal injury and damage to your Gateway system.

Setting up your system

- Read and follow all instructions marked on the product and in the documentation before you operate your system. Retain all safety and operating instructions for future use.
- Do not use this product near water or a heat source such as a radiator.
- Set up the system on a stable work surface.
- The product should be operated only from the type of power source indicated on the rating label.
- If your computer has a voltage selector switch, make sure that the switch is in the proper position for your area. The voltage selector switch is set at the factory to the correct voltage.
- Openings in the computer case are provided for ventilation. Do not block or cover these openings. Make sure that you provide adequate space, at least 6 inches (15 cm), around the system for ventilation when you set up your work area. Never insert objects of any kind into the computer ventilation openings.
- Some products are equipped with a three-wire power cord to make sure that the product is properly grounded when in use. The plug on this cord will fit only into a grounding-type outlet. This is a safety feature. If you are unable to insert the plug into an outlet, contact an electrician to install the appropriate outlet.
- If you use an extension cord with this system, make sure that the total ampere rating on the products plugged into the extension cord does not exceed the extension cord ampere rating.
- If your system is fitted with a TV Tuner, cable, or satellite receiver card, make sure that the antenna or cable system is electrically grounded to provide some protection against voltage surges and buildup of static charges.

Care during use

- Do not walk on the power cord or allow anything to rest on it.
- Do not spill anything on the system. The best way to avoid spills is to avoid eating and drinking near your system.
- Some products have a replaceable CMOS battery on the system board. There is a danger of explosion if the CMOS battery is replaced incorrectly. Replace the battery with the same or equivalent type recommended by the manufacturer. Dispose of batteries according to the manufacturer's instructions.
- When the computer is turned off, a small amount of electrical current still flows through the computer. Always unplug all power cables and modem cables from the wall outlets before cleaning the system.
- Unplug the system from the wall outlet and refer servicing to qualified personnel if:
    - The power cord or plug is damaged.
    - Liquid has been spilled into the system.
    - The system does not operate properly when the operating instructions are followed.
    - The system was dropped or the cabinet is damaged.
    - The system performance changes.

Replacement parts and accessories

Use only replacement parts and accessories recommended by Gateway.

Important

Do not use Gateway products in areas classified as hazardous locations. Such areas include patient care areas of medical and dental facilities, oxygen-laden environments, or industrial facilities.

Warning

To reduce the risk of fire, use only No. 26 AWG or larger telecommunications line cord.

Regulatory compliance statements

Wireless Guidance

Low power, Radio transmitting type devices (radio frequency (RF) wireless communication devices), may be present (embedded) in your computer. These devices may operate in the 2.4 GHz (i.e. 802.11B/G LAN & Bluetooth) , 5.2 GHz (i.e. 802.11A LAN), and traditional cellular or PCS cellular bands (i.e. Cellular data modem). The following section is a general overview of considerations while operating a wireless device.

Additional limitations, cautions, and concerns for specific countries are listed in the specific country sections (or country group sections). The wireless devices in your system are only qualified for use in the countries identified by the Radio Approval Marks on the system rating label. If the country you will be using the wireless device in, is not listed, please contact your local Radio Approval agency for requirements. Wireless devices are closely regulated and use may not be allowed.

The power output of the wireless device or devices that may be embedded in your computer is well below the RF exposure limits as known at this time. Because the wireless devices (which may be embedded into your computer) emit less energy than is allowed in radio frequency safety standards and recommendations, Gateway believes these devices are safe for use. Regardless of the power levels, care should be taken to minimize human contact during normal operation.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on and transmitting.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Some circumstances require restrictions on wireless devices. Examples of common restrictions are listed below:

Warning

Radio frequency wireless communication can interfere with equipment on commercial aircraft. Current aviation regulations require wireless devices to be turned off while traveling in an airplane. 802.11B (also known as wireless Ethernet or Wifi) and Bluetooth communication devices are examples of devices that provide wireless communication.

Warning

In environments where the risk of interference to other devices or services is harmful or perceived as harmful, the option to use a wireless device may be restricted or eliminated. Airports, Hospitals, and Oxygen or flammable gas laden atmospheres are limited examples where use of wireless devices may be restricted or eliminated. When in environments where you are uncertain of the sanction to use wireless devices, ask the applicable authority for authorization prior to use or turning on the wireless device.

Warning

Every country has different restrictions on the use of wireless devices. Since your system is equipped with a wireless device, when traveling between countries with your system, check with the local Radio Approval authorities prior to any move or trip for any restrictions on the use of a wireless device in the destination country.

Warning

If your system came equipped with an internal embedded wireless device, do not operate the wireless device unless all covers and shields are in place and the system is fully assembled.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Please contact Gateway for service.

Warning

Only use drivers approved for the country in which the device will be used. See the Gateway System Restoration Kit, or contact Gateway Technical Support for additional information.

Warning

In order to comply with FCC requirements this transmitter must not be operated (or co-located) in conjunction with any other transmitter or antenna installed in the computer.

United States of America

Federal Communications Commission (FCC)
Intentional emitter per FCC Part 15

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your computer system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in the United States of America if an FCC ID number is on the system label.

The FCC has set a general guideline of 20 cm (8 inches) separation between the device and the body, for use of a wireless device near the body (this does not include extremities). This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your computer, is well below the RF exposure limits as set by the FCC.

The wireless devices installed in this system are intended to be used indoors. In some areas, use of these devices outdoors is prohibited.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Federal Communications Commission (FCC)
Unintentional emitter per FCC Part 15

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment to an outlet on a different circuit from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help

Compliance Accessories: The accessories associated with this equipment are: shielded video cable when an external monitor is connected. These accessories are required to be used in order to ensure compliance with FCC rules.

FCC declaration of conformity

Responsible party:

Gateway Companies, Inc.
610 Gateway Drive, North Sioux City, SD 57049
(605) 232-2000Fax: (605) 232-2023

Product:

Gateway Profile 4(xx) where x can be any alpha-numeric including a blank.

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution

Changes or modifications not expressly approved by Gateway could void the FCC compliance and negate your authority to operate the product.

Telecommunications per FCC part 68 (applicable to products fitted with USA modems)

Your modem complies with Part 68 of the Federal Communications Commission (FCC) rules. On the computer or modem card is a label that contains the FCC registration number and Ringer Equivalence Number (REN) for this device. If requested, this information must be provided to the telephone company.

An FCC-compliant telephone line cord with a modular plug is required for use with this device. The modem is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant. See installation instructions for details.

The Ringer Equivalence Number (REN) is used to determine the number of devices which may be connected to the telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.

If this device causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. The telephone company may request that you disconnect the equipment until the problem is resolved.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

This equipment cannot be used on telephone company-provided coin service. Connection to party line service is subject to state tariffs. Contact the state public utility commission or public service commission for information.

When programming or making test calls to emergency numbers:

- Remain on the line and briefly explain to the dispatcher the reason for the call.
- Perform such activities in the off-peak hours such as early morning or late evenings.

The United States Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone fax machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, an identification of the business, other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. See your fax communication software documentation for details on how to comply with the fax-branding requirement.

Canada

Industry Canada (IC)
Intentional emitter per RSS 210

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band and/or 5.15 – 5.35 GHz band, may be present (embedded) in your computer system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Canada if an Industry Canada ID number is on the system label.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your computer, is well below the RF exposure limits as set by Industry Canada.

Operation of this device is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Warning

To prevent radio interference to licensed service or co-channel Mobile Satellite systems, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

Warning

Wireless devices are not user serviceable. Do not modify them in any way. Modification to a wireless device will void the authorization to use it. Contact Gateway for service.

Warning

The transmitting device embedded in this system may not be used with any antenna other than provide with the system.

Warning

The 802.11A radio LAN your system may have been equiped with operates in the same frequency range as high power radar, which has prioity use, and may damage the radio LAN if both are present and being used in the same area.

Industry Canada (IC)
Unintentional emitter per ICES-003

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of Industry Canada.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de Classe B prescrites dans le règlement sur le brouillage radioélectrique édicté par Industrie Canada.

Telecommunications per DOC notice
(for products fitted with an IC-compliant modem)

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operation, and safety requirements. The Department does not guarantee the equipment will operate to the users' satisfaction.

Before installing this equipment, users should make sure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the inside wiring associated with a single-line individual service may be extended by means of a certified connector assembly. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should make sure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Warning

To avoid electrical shock or equipment malfunction do not attempt to make electrical ground connections by yourself. Contact the appropriate inspection authority or an electrician, as appropriate.

The **Ringer Equivalence Number** (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

Mexico

Intentional emitter

Low power, Radio transmitter type devices (radio frequency (RF) wireless communication devices), operating in the 2.4 GHz band , may be present (embedded) in your computer system. This section is only applicable if these devices are present. Refer to the system label to verify the presence of wireless devices.

Wireless devices that may be in your system are only qualified for use in Mexico if a COFETEL ID is on the system label.

As a general guideline, a separation of 20 cm (8 inches) between the wireless device and the body, for use of a wireless device near the body (this does not include extremities) is typical. This device should be used more than 20 cm (8 inches) from the body when wireless devices are on. The power output of the wireless device (or devices), which may be embedded in your computer, is well below the RF exposure limits as set by SCT.

Unintentional emitter

At this time there are no mandatory requirements for Unintentional Emitters. However, this device does comply with multiple requirements for other countries and regions as listed on the system label and in the user's manual.

EPA ENERGY STAR

As an ENERGY STAR® Partner, Gateway has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

Laser safety statement

All Gateway systems equipped with CD and DVD drives comply with the appropriate safety standards, including IEC 825. The laser devices in these components are classified as "Class 1 Laser Products" under a US Department of Health and Human Services (DHHS) Radiation Performance Standard. Should the unit ever need servicing, contact an authorized service location.

Warning

Use of controls or adjustments or performance of procedures other than those specified in this manual may result in hazardous radiation exposure. To prevent exposure to laser beams, do not try to open the enclosure of a CD or DVD drive.

California Proposition 65 Warning

Warning

This product contains chemicals, including lead, known to the State of California to cause cancer and/or birth defects or reproductive harm.

Notices

Copyright © 2003 Gateway, Inc.
All Rights Reserved
14303 Gateway Place
Poway, CA 92064 USA

All Rights Reserved

This publication is protected by copyright and all rights are reserved. No part of it may be reproduced or transmitted by any means or in any form, without prior consent in writing from Gateway.

The information in this manual has been carefully checked and is believed to be accurate. However, changes are made periodically. These changes are incorporated in newer publication editions. Gateway may improve and/or change products described in this publication at any time. Due to continuing system improvements, Gateway is not responsible for inaccurate information which may appear in this manual. For the latest product updates, consult the Gateway Web site at www.gateway.com. In no event will Gateway be liable for direct, indirect, special, exemplary, incidental, or consequential damages resulting from any defect or omission in this manual, even if advised of the possibility of such damages.

In the interest of continued product development, Gateway reserves the right to make improvements in this manual and the products it describes at any time, without notices or obligation.

Trademark Acknowledgments

1-800-GATEWAY, ActiveCPR, ALR, AnyKey, black-and-white spot design, CrystalScan, Destination, DestiVu, EZ Pad, EZ Point, Field Mouse, Gateway 2000, Gateway Country, gateway.net, Gateway stylized logo, Perfect Scholar, Solo, TelePath, Vivitron, stylized “G” design, and “You’ve got a friend in the business” slogan are registered trademarks and black-and-white spotted box logo, GATEWAY, Gateway Astro, Gateway@Work, Gateway Connected touch pad, Gateway Connected music player, Gateway Cyber:)Ware, Gateway Education:)Ware, Gateway Flex Case, Gateway Gaming:)Ware, Gateway GoBack, Gateway Gold, Gateway Learning:)Ware, Gateway Magazine, Gateway Micro Server, Gateway Money:)Ware, Gateway Music:)Ware, Gateway Networking Solutions, Gateway Online Network (O.N.) solution, Gateway Photo:)Ware, Gateway Professional PCs, Gateway Profile, Gateway Solo, green stylized GATEWAY, green stylized Gateway logo, Gateway Teacher:)Ware, Gateway Video:)Ware, HelpSpot, InforManager, Just click it!, Learn@Gateway, Kids BackPack, SERVE-TO-ORDER, Server Watchdog, the Spotted G Gateway Logo and the Spotted G Logo, SpotShop, Spotshop.com, and Your:)Ware are trademarks of Gateway, Inc. Intel, Intel Inside logo, and Pentium are registered trademarks and MMX is a trademark of Intel Corporation. Microsoft, MS, MS-DOS, and Windows are trademarks or registered trademarks of Microsoft Corporation. All other product names mentioned herein are used for identification purposes only, and may be the trademarks or registered trademarks of their respective companies.

Index

A

AC power connector 5
access point network 149
accessories 11
  safety precautions 247
accounts
  America Online 67
  ISP 67
  user 129
activity indicators
  See indicators
ad hoc networking 151, 152
adding
  icons to desktop 45
  user accounts 129
  See also installing
address
  e-mail 72
  Web 70
America Online 68
application key 21
arrow keys 21
AU file 91
audio
  audio in jack 5
  audio out jack 5
  line in jack 5
  line out 5
  muting 22, 81, 84
  playing 89, 91
  recording 89
  streaming 143
  troubleshooting 240
  See also sound
audio CD
  See CD
audio file
  streaming 143
audio in jack 5
audio out jack 5
AVI file 91

B

background 122
backing up files 179
BIOS Setup utility 214
brightness 27
broadband Internet connection 66, 142
  jack 5
browser
  Web 67, 69
browsing for files and folders 54

C

cable lock 5
cable modem 66, 146, 149
  jack 5
Caps Lock indicator 21
card
  See PC Card
CD
  adding tracks to your library 98
  cleaning 223
  controlling play with keyboard 22
  creating data 101
  creating music 107
  editing track information 97
  eject button 79
  inserting 79
  playing audio with MusicMatch 94
  playing music 86, 88
  troubleshooting 221
CD drive
  eject button 3
  identifying 78
  locating drive 3
  replacing 202
  troubleshooting 221
  using 78
CD Player 88

CD-RW drive
eject button 3
identifying 78
locating drive 3
replacing 202
troubleshooting 221
using 78, 101
Certificate of Authenticity 5, 8
cleaning
audio CD 223
case 181
CD 223
computer display 182
computer exterior 181
DVD 223
keyboard 182
mouse 182
screen 182
clicking 25
clipboard 51
close button 47
closing
computer case 200
program 47, 63
unresponsive program 20
window 47, 63
color 28
changing depth 116
changing number of 116
changing scheme 119
computer case
closing 200
opening 198
computer display
adjusting settings 26
changing resolution 118
cleaning 182
controls 3, 26
on-screen display 3, 26
troubleshooting 224
using screen saver 125
connecting
to Ethernet 5
to Internet 5, 68
to network 5
to Web site 70
See also connections
connections
audio in 5
audio out 5
digital camera 5, 7
digital video camera 7
Ethernet 5
external audio 5
Firewire 7
headphones 3
i.Link 7
IEEE 1394 7
Kensington lock slot 5
keyboard 5, 7
line in 5
line out 5
lock slot 5
microphone 3, 5
modem 5
monitor 5
mouse 5, 7
network 5
parallel 5
power 5
power cord 5
printer 5, 7
PS/2 keyboard 5
PS/2 mouse 5
scanner 5, 7
serial 5
speakers 5
USB 5, 7
VGA 5
Zip drive 5, 7
contrast 27
copying
files and folders 51, 63
text and graphics 63
creating
data CD 101

data DVD 101
desktop icons 45
desktop shortcuts 45
documents 59
folders 49
MP3 files 95
music CD 107
music files 95
startup diskette 168
video DVD 106
Customer Service
Accounting 242
Sales 242
Warranty 242
cutting
files and folders 51, 63
text and graphics 63

D

default printer 238
defragmenting hard drive 177
deleting files and folders 43, 53, 54, 63, 174
desktop 42
adding icons 45
adding shortcuts 45
adjusting settings 116
changing background 122
changing color depth 116
changing color scheme 119
changing number of colors 116
selecting screen saver 125
using 43
using Start menu 44
device drivers
See drivers
devices 11
digital camera 11
serial port 5
USB port 5, 7
digital video camera 11
IEEE 1394 port 7
DIMM memory 211
directional keys 21
Disk Cleanup 174
Disk Defragmenter 177
diskette
creating startup 168
inserting 76
troubleshooting 225
write-protecting 169
diskette drive
eject button 3, 76
locating drive 3
replacing 202
troubleshooting 225
using 76
display
See computer display
Do More with Gateway 36
documentation
eSupport 38
Gateway Web site 38
help 32
HelpSpot 32
online help 37
documents
creating 59
opening 61
printing 62
saving 60
double-clicking 25
downloading files 71
dragging 25
drive pack
replacing 202
drivers 185
reinstalling 185
updating 39, 187
drives
backing up files 179
CD 3, 78
CD/DVD 3
CD-RW 3, 78, 101
checking for errors 175
checking for free space 173

defragmenting 177
diskette 3, 76
DVD 3, 78
DVD/CD-RW 3, 101
DVD-RW 3, 78, 101
identifying drive types 78
replacing CD 202
replacing CD-RW 202
replacing diskette 202
replacing drive pack 202
replacing DVD 202
replacing DVD/CD-RW 202
replacing DVD-RW 202
replacing hard drive 206
sharing 142
troubleshooting 221, 225, 227
types 78
viewing contents 48
viewing files and folders 48
DSL modem 66, 146, 149
jack 5
DVD
controlling play with keyboard 21
creating data 101
creating video 106
eject button 3, 79
inserting 79
playing 92
troubleshooting 221
DVD drive
eject button 3, 79
identifying 78
locating drive 3
replacing 202
troubleshooting 221
using 78
DVD/CD-RW drive
eject button 3, 79
identifying 78
locating drive 3
replacing 202
troubleshooting 221
using 78, 101
DVD-RW drive
eject button 3
identifying 78
locating drive 3
replacing 202
troubleshooting 221
using 78, 101

E

eject button
CD drive 3, 79
diskette drive 3, 76
DVD drive 3, 79
PC Card 7, 195
electrostatic discharge (ESD) 197
e-mail 67, 72
address 72
button 22
checking for messages 73
sending 72
transferring settings from old computer 160
emergency startup diskette 168
ergonomics 14
Error-checking 175
eSupport 9, 10
using 39
Ethernet
turning wireless on or off 153
wired network 144, 145
wireless network 144, 148
Ethernet jack 5
external audio jack 5

F

Fast Ethernet 145
faxes
troubleshooting 233
files
backing up 179
copying 51, 63
cutting 51, 63
deleting 43, 53, 63, 174

downloading 71
finding 54, 56
moving 51
opening 25, 44
pasting 51, 63
recovering 53
renaming 63
searching for 54, 56, 157
transferring 157
troubleshooting 226
types 157
viewing list 48
Files and Settings Transfer Wizard 156
finding
files and folders 54, 56, 157
HelpSpot topics 34
specifications 9
Firewire port 7
floppy disk
See diskette
folders
copying 51, 63
creating 49
cutting 51, 63
deleting 43, 53, 63
finding 54, 56
moving 51
opening 25, 48
pasting 51, 63
recovering 53
renaming 63
searching for 54, 56
viewing list 48
fragmentation 177
function keys 21

G

game
multi-player 143
Gateway
model number 8
serial number 8, 9
Technical Support 241
Web address 38
Web site 38
gateway.your.way dial-up server 233
gigabit Ethernet 145

H

hard drive
backing up files 179
checking for errors 175
checking for free space 173
defragmenting 177
deleting files and folders 174
replacing 206
scanning for errors 175
troubleshooting 227
headphones jack 3
help
button 22
online 37
using 32
HelpSpot 32
playing video 35
searching 34
starting 32
Using your computer link 33
Hibernate mode 3, 131, 136
home office network 141
hot-swapping 30
hyperlinks 69

I

i.Link port 7
IEEE 1394 port 7, 30
IEEE 802.11 144, 148
indicators
Caps Lock 21
Num Lock 21
numeric keypad 21
Pad Lock 21
Scroll Lock 21
inkjet printer 11
installing
devices 30

digital camera 30
digital video camera 30
drivers 185
memory 211
PC Cards 194
peripheral devices 30, 161
printer 30, 161
programs 163, 188
scanner 30, 161
Windows 190
See also replacing
Intel Client Manager 153
Internet 66
account 67
button 23
connecting to 68
downloading files 71
requirements to access 67
sharing access 142
transferring settings from old computer 159
troubleshooting 228
Internet connection
sharing 142
troubleshooting 228, 233
Internet radio 100
Internet service provider (ISP) 66, 67
connecting to 68
disconnecting from 68
setting up account 67
transferring settings from old computer 159
InterVideo DVD Player 92
ISP
See Internet service provider

J

jacks
See connections

K

Kensington cable lock
lock slot 5
keyboard
buttons 22
cleaning 182
Multifunction keyboard features 21
PS/2 port 5
shortcuts 63
troubleshooting 229
USB port 5, 7
keys
application 21
arrow 21
directional 21
function 21
Multifunction keyboard 21
navigation 21
numeric 21
Windows 21

L

label
Microsoft Certificate of Authenticity (COA) 5, 8
model number 8
serial number 8
system identification 8
laser printer 11
LCD panel
changing resolution 118
cleaning 182
using screen saver 125
lights
drive activity 76, 79
See also indicators
line in jack 5
links 69
lock slot
Kensington cable 5

M

maintenance 165
backing up files 179
checking for drive errors 175
checking hard drive space 173

cleaning case 181
cleaning component exteriors 181
cleaning computer screen 182
cleaning keyboard 182
cleaning mouse 182
creating startup diskette 168
defragmenting 177
deleting files 174
suggested schedule 166
using Scheduled Task Wizard 179
virus protection 170
maximize button 47
Media Player 86, 91
memory
adding 12
installing DIMM 211
troubleshooting 230
upgrading 12
menu bar 47
messages
checking e-mail 73
sending e-mail 72
microphone
jack 3, 5
Microsoft Certificate of Authenticity (COA) 5, 8
MIDI file 91
minimize button 47
model number 8
modem 67
cable 66
DSL 66
jack 5
protecting from power surge 17
troubleshooting 231
monitor
changing resolution 118
port 5
troubleshooting 224
using screen saver 125
See also computer display
mouse
buttons 24
changing settings 127
cleaning 182
clicking 25
double-clicking 25
moving pointer 24, 25
moving screen objects 25
opening files, folders, and programs 25
pointer 24
PS/2 port 5
right-clicking 25
scroll wheel 24
selecting screen objects 25
troubleshooting 237
USB port 5, 7
moving
files 51
files from old computer 155, 157
folders 51
Internet settings from old computer 159
pointer 25
screen objects 25
settings from old computer 155
MP3 file
creating 95
editing track information 97
playing 91
streaming 143
MPEG file 91
streaming 143
Multifunction keyboard
See keyboard
multimedia
adjusting volume 81, 84
playing audio CD 86, 88
playing DVD 92
recording audio 89
using CD drive 78
using diskette drive 76
using DVD drive 78
using Windows Media Player 86, 91, 92

multi-player game
playing 143
music library
building 98
changing settings 99
MusicMatch
building music library 98
changing library settings 99
creating MP3 files 95
creating music files 95
editing track information 97
listening to Internet radio 100
playing audio CD 94
muting sound 81, 84
button 22
My Documents button 22

N

navigation keys 21
network equipment shopping list 147, 150, 152
network jack 5
networking
access point 149, 150
ad hoc 151, 152
computers 141
data transfer speed 145, 148
Ethernet 144, 145
games 143
peer-to-peer 151, 152
selecting connection type 144
sharing devices 143
sharing drives 142
sharing Internet connections 142
sharing printers 143
signal strength 148
streaming audio 143
streaming video 143
turning off wireless Ethernet 153
turning on wireless Ethernet 153
wired connections 144, 145
wireless connections 144, 148
networking kit 11
next button 22
non-technical support
Accounting 242
Sales 242
Warranty 242
Norton Antivirus 170
numeric keypad 21
indicator 21

O

online help 32, 37
button 22
online search button 23
opening
computer case 198
documents 61
files 25, 44
folders 25, 48
programs 25, 44
shortcut menu 25
OSD controls 3, 26

P

Pad Lock indicator 21
parallel port 5, 30
password 214
pasting
files and folders 51, 63
text and graphics 63
pause button 22
PC Card
eject button 7
installing 194
removing 195
slot 7
PC Doctor 220
peer-to-peer networking 151, 152
peripheral devices 11, 30
play button 22
playing
audio CD 86, 88
audio CD with MusicMatch 94
audio file 89, 91

DVD 92
Media Player file 91
multimedia files 91
multi-player games 143
music CD 86, 88
Windows Media Player file 91
Plug and Play devices
IEEE 1394 support for 30
USB support for 30
pointer 24
moving 25
ports
See connections
power
advanced settings 132, 134
button 3
changing advanced settings 134
changing modes 132
changing schemes 133
changing settings 132
connector 5
Hibernate mode 3, 131, 136
management 131
schemes 132, 133
source problems 17
Standby mode 3, 131
surge protector 17
troubleshooting 237
turning off computer 19
turning on computer 18
using UPS 138
power button 3
power supply
uninterruptible 138
previous button 22
printer
default 238
inkjet 11
installing 30, 161
laser 11
parallel port 5
sharing 143
troubleshooting 238
USB port 5, 7
printing documents 62
programs
closing 63
closing unresponsive 20
opening 25, 44
reinstalling 163, 188
PS/2 port
keyboard 5
mouse 5

R

radio
listening with MusicMatch 100
rebooting computer 20
recordable drive 3
eject button 3
identifying drive 78
replacing 202
troubleshooting 221
using 78, 101
recording
audio file 89
CD tracks 95
data CD 101
data DVD 101
music CD 107
video DVD 106
recovering files and folders 53
Recycle Bin 43
deleting files and folders 53
emptying 54
recovering files and folders 53
reinstalling
drivers 185
peripheral devices 161
printer 161
programs 163, 188
scanner 161
software 163, 188
Windows 190
See also installing
See also replacing

removing files and folders 43, 53, 54, 63, 174
renaming files and folders 63
replacing
CD drive 202
CD-RW drive 202
drive pack 202
DVD drive 202
DVD/CD-RW drive 202
DVD-RW 202
hard drive 206
PC Card 195
recordable drive 202
resetting computer 20
resolution
changing 118
restarting computer 20
Restoration CDs 184
restoring files and folders 53
Resume mode 3
right-clicking 25
router 146, 147
Roxio Easy CD Creator 101

S

safety
avoiding repetitive strain 16
caring for computer 166
general precautions 245
guidelines for troubleshooting 218
posture 16
reducing eye strain 14
setting up computer 15
static electricity 197
system setup 15
saving documents 60
scanner 11
installing 30, 161
USB port 5, 7
Scheduled Tasks Wizard 179
screen
adjusting settings 116
changing color depth 116
changing number of colors 116
changing resolution 118
saver 125
troubleshooting 224
screen objects
getting information 25
moving 25
selecting 25
Scroll Lock indicator 21
scroll wheel 24
search button 23
Search utility 57
searching
for files and folders 54, 56, 57, 157
in HelpSpot 34
security features
Kensington cable lock 5
serial number 8, 9
serial port 5, 30
setting up
safety precautions 246
sharing
devices 143
drives 142
Internet connection 142
printer 143
See also networking
shortcut menus
accessing 25
shortcuts
adding to desktop 45
closing programs 63
closing windows 63
copying 63
cutting 63
deleting files and folders 63
keyboard 63
opening menu 25
pasting 63
renaming files and folders 63
selecting adjacent items in list 63
selecting items in list 63
switching between files, folders, or

programs 63
shutting down computer 19, 20
small office network 142
software
See programs
sound
adjusting 22, 81, 84
controls 22, 81, 84
muting 22, 81, 84
troubleshooting 240
Sound Recorder
making audio recordings 89
playing file 89
speakers 3
jack 3, 5
special-function buttons 22
specifications 9
Standby mode 3, 131
Start button 43
Start menu 44
starting
computer 3, 18
programs 25, 44
startup diskette 168
static electricity 197
stop button 22
streaming audio and video 143
support tool
PC Doctor 220
surge protector 17
system identification label 8

T

tape drive 12
taskbar 43
technical support 241
automated troubleshooting 242
eSupport 9, 10
FaxBack support 242
Technical Support 242
tips before contacting 241
tutorial service 242
telephone support 241
title bar 47
training
CD 243
classroom 243
Gateway Learning Libraries 243
Learn@Gateway 243
transferring
files from Internet 71
files from old computer 155, 157
Internet settings from old computer 159
settings from old computer 155
troubleshooting
audio 240
automated system 242
CD drive 221
CD-RW drive 221
cleaning CD 223
cleaning DVD 223
computer display 224
computer startup 223
diskette drive 225
DVD drive 221
DVD/CD-RW drive 221
DVD-RW drive 221
faxed answers 242
faxes 233
files 226
gateway.your.way dial-up server 233
general guidelines 219
hard drive 227
Internet connection 228, 233
keyboard 229
LCD panel 224
memory 230
modem 231
monitor 224
mouse 237
PC Doctor 220
power 237
printer 238
reinstalling drivers 185
safety guidelines 218

screen area 224
screen resolution 224
sound 240
support tool 220
technical support 241
telephone support 241
Web site connection speed 229
turning off
computer 3, 19, 20
wireless Ethernet 153
turning on
computer 3, 18
wireless Ethernet 153
tutoring
fee-based 243

U

uninterruptible power supply (UPS) 12, 17, 138
updating
device drivers 39
Norton AntiVirus 170, 172
upgrading 193
UPS 12, 17, 138
USB port 5, 7, 30
user accounts
adding in Windows XP 129
switching in Windows XP 129

V

VGA port 5
video
playing 91, 92
streaming 143
video file
streaming 143
virus
protecting against 170
removing with Norton AntiVirus 170
volume
adjusting 22, 81, 84
adjusting modem 235, 236
buttons 22
controls 22, 81, 84
muting 22, 81, 84
troubleshooting 240

W

WAV file 91
Web browser 67, 69
button 23
Web page 69
Web site 69
connecting to 70
downloading files 71
Gateway 38
window 46
close button 47
closing 47, 63
maximize button 47
menu bar 47
minimize button 47
title bar 47
Windows
clipboard 51
desktop 42
Files and Settings Transfer Wizard 156
installing 190
Product Key 5, 8
reinstalling 190
reinstalling drivers 185
Search utility 57
updating drivers 187
Windows key 21
Windows Media Player 86, 91, 92
wired Ethernet network 144, 145
equipment list 147
example 146
wireless Ethernet network 144, 148
access point equipment list 150
access point example 149
ad hoc equipment list 152
ad hoc example 151
peer-to-peer equipment list 152

peer-to-peer example 151
turning off 153
turning on 153
Wordpad 59
working safely 14
World Wide Web (WWW) 69
downloading files 71
write-protection for diskettes 169

Z

Zip drive 12, 179
port 5, 7

MAN SYS US PFL4.5 USR GDE R0 05/03